



National Federation of Voluntary Service Providers

Supporting people with intellectual disability (CLG)

Complaints Process

The National Federation of Voluntary Service Providers (NFVSP) has a complaints process in place. This process has been developed to ensure all complaints to the NFVSP are dealt with in an open, efficient, and sensitive manner with highest regard for our users, partners and our stakeholders. NFVSP has put in place this complaints process to ensure a proactive response to any complaints that may arise, and to address its responsibilities under the Health Act 2004 regarding responding to, and reporting of, complaints.

NFVSP invites any person or organisation that has a complaint or has concerns to contact our Complaints Officer and to provide us with information that will assist us to develop and maintain high standards in our relationships and engagement with them and others.

What is a Complaint?

A complaint may relate to a decision or action concerning the business of the NFVSP. It may also relate to how the NFVSP carries out its functions - for instance it may be claimed that the NFVSP has carried out its functions while not being in accordance with:

1. The rules, practices, or policies of the organisation,
2. The generally accepted principles of equity and good administrative practice
or
3. If it is felt that it adversely affects the person concerned, or if the complainant believes that s/he was treated in a discourteous or otherwise unsatisfactory manner.

Registering an Informal Complaint

1. Any individual or organisation can make a complaint to the NFVSP if they have concern about the delivery of NFVSP services or other relevant issues. Complaints may be submitted by phone, through direct contact, e-mail or otherwise. Ideally the person making the complaint should initiate the contact, but they may be assisted by another person assisting or acting on their behalf.
2. All complaints should preferably be made **informally**, at point of contact in the first instance where the matter is brought to the attention of the staff member concerned either directly or through a third party.
3. If the complaint cannot be dealt with at point of contact, the assistance of a more senior staff member should be sought to try to resolve the situation.

4. It is in this way that the NFVSP aims to ensure that every opportunity is taken to address complaints as soon as possible without resorting to a more formal process.

Accepting and Registering a Formal Complaint

Complainants are encouraged to use the informal complaints procedure as far as possible. However, if the complaint cannot be dealt with informally, the formal complaints procedure should be implemented as follows:

1. The complainant should be requested to submit the complaint in writing (please see complaints form).
2. Each formal complaint should be referred to the **Complaints Officer**
3. All complaints will be dealt with discreetly, subject to the need to investigate the facts involved.
4. All data gathered will be recorded and stored in accordance with the Data Protection Act 2018
5. The complainant should be assured in every case that the complaint is being taken seriously and that they are being treated fairly.

Investigation and Report

1. The Complaints Officer will acknowledge receipt of complaint within five working days.
2. The Complaints Officer may request further information from the complainant and, if deemed necessary, the Complaints Officer will consult with all relevant parties regarding the matter.
3. The Complaints Officer may also, if appropriate, request a report in relation to the complaint from the relevant staff member(s).
4. Where appropriate the Complaints Officer may discuss a complaint with relevant staff.
5. A summary of the findings and decision arising from the complaint will be given to the complainant and the NFVSP Management Team.
6. This will be completed within six working weeks from the date of receipt of the complaint where possible, or as soon as possible in instances where relevant information is not readily available.
7. Management and relevant staff will be informed of the outcome of a complaint.

Appeals Procedure

Where a complainant is not satisfied with the outcome of the Complaints Process they can appeal the outcome to the appointed Complaint Appeals Process. [Finance Audit & Risk Sub Committee of the Board].

Accepting and Registering a Formal Appeal in relation to a Complaint

1. The complainant should be requested to submit the details of the appeal in writing to the appointed Complaints Appeals Officer.
2. All appeals will be dealt with discreetly, subject to the need to investigate the facts involved.

3. All data gathered will be recorded and stored in accordance with the Data Protection Act 2018.
4. The complainant should be assured in every case that the appeal is being taken seriously and that they are being treated fairly.

An Independent Review/Stage 4 is available with the Ombudsman – the contact details are as follows:

**Office of the Ombudsman,
6 Earlsfort Terrace,
Dublin 2,
D02 W773.
Phone: +353 1 639 5600**

Investigation and Report

1. The Complaint Appeals Officer will acknowledge receipt of appeal within five working days.
2. The Complaint Appeals Officer may request further information from the complainant and, if deemed necessary, the Complaints Appeals Officer will consult with all relevant parties regarding the matter.
3. The Complaints Appeals Officer may also, if appropriate, request a report in relation to the complaint from the relevant staff member(s).
4. Where appropriate the Complaints Appeals Officer may discuss a complaint with relevant staff.
5. A summary of the findings and decision arising from the complaint appeal will be given to the complainant and the NFVSP Management Team.
6. This will be completed within six working weeks from the date of receipt of the complaint appeal where possible, or as soon as possible in instances where relevant information is not readily available.
7. Management and relevant staff will be informed of the outcome of a complaint appeal.

Contact Details

Complaints Officer
National Federation of Voluntary Service Providers

Oranmore Business Park

Oranmore

Galway

H91TP2W

Tel: 091 792316

Email: info@fedvol.ie

[Click here to download the Complaints form.](#)