



These guidelines are for all staff and people supported by COPE Foundation.

This booklet tells you how you can tell COPE Foundation you are not happy with something.

to tell us if you are not happy with something



Making a complaint is when you tell us if you are unhappy about something. You have a right to complain.

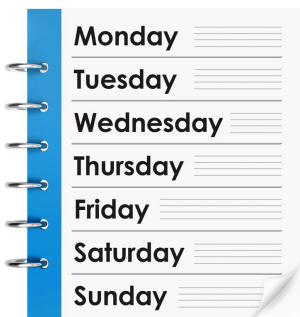


You can talk about your feelings with a staff member. We will try our best to make things better if we can.


What happens when I complain?



A staff member will listen to you.



Sometimes staff can be busy and might not have time to listen to you. The staff member will make time to meet with you as soon as possible.

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A staff member will listen and write things down.



The staff member will ask you questions to make sure they understand.




The staff member will investigate what went wrong.



The staff member will give you information on how we will help you.



We will talk about how we can make things better.



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talk to the right staff that will help make things better.



We will contact you to let you know when you will get an answer.

What do I do if I am still not happy with the answer?



The staff member will tell the manager in your area.



The manager will contact the Complaints Co-Ordinator in COPE Foundation. They will work together with you to solve the problem.



You will meet the manager and Complaints
Co-Ordinator to make a plan.



The plan will be written down.



We will all work together to make things
better.



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If you are still not happy and you want to talk to someone outside of COPE Foundation, you can contact any of these people:

HSE

- Telephone: 1890-424-555
- Email: yoursay@hse.ie

Ombudsman

- Office of the Ombudsman,
18 Lower Leeson Street
Dublin 2
- Telephone 1890-223-030
- Fax 01-639-5674
- Email: ombudsman@ombudsman.gov.ie

Ombudsman for Children

- Ombudsman for Children's Office,
Millennium House,
52-56 Great Strand Street,
Dublin 1
- Telephone 1890-20-20-40
- Fax 01-874-7333
- Email: oco@oco.ie



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**to the following people who
are helping this document as accessible as**

possible:

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