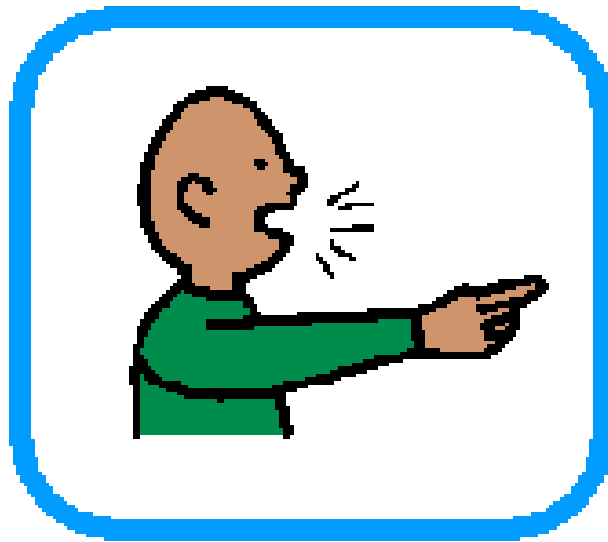




# How I Can Make A Complaint

01/08/2018



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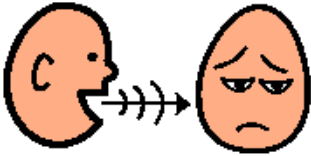



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## What is a Complaint?

|   |  |
|---|--|
|  | <p style="text-align: center;"><b><u>A Complaint</u></b></p> <p style="text-align: center;">Is anything that I feel is wrong and that I want to see changed.</p> |
|---|--|

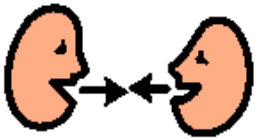
## I might want to make a Complaint if:

|   |  |
|---|--|
|   | <p style="text-align: center;">Someone says something to me that I do not like and I do not want them to say it again.</p> |
|  | <p style="text-align: center;">Someone does something to me that I do not like and I do not want it to happen again.</p>   |
|  | <p style="text-align: center;">I feel the way a staff member treated me was not fair.</p>                                  |
|  | <p style="text-align: center;">I feel I am not getting the service I need from SOS</p>                                     |

## How do I make a Complaint?

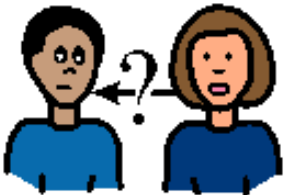


OR



I can use the SOS Complaint Form which is at my House and at Reception, I can fill this in on my own or staff can help me write down my complaint.

I can also talk to someone about my complaint.

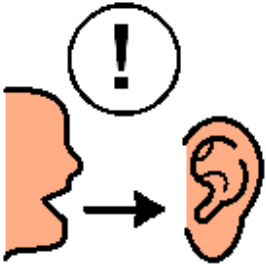

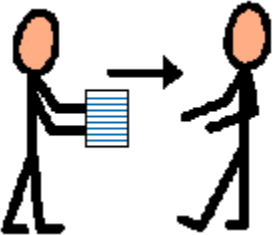
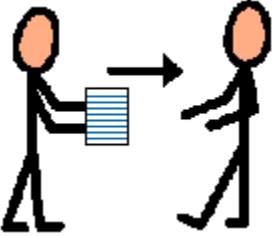



I can ask another person in SOS, this may be my Social Worker or my family to write down my complaint or help me talk about it.



I can use the SOS Advocacy Group to help me make a complaint.

## How will my Complaint be dealt with in SOS?

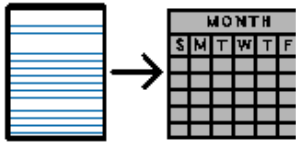
|   |   |
|---|---|
|    | <p>My complaint will be taken seriously</p>   |
|    | <p>Any member of staff will listen to my complaint and if they can they will deal with it.</p>  |
|   | <p>If the staff in my House or my Key Worker cannot deal with my complaint they will pass it on to the Manager to deal with it.</p>       |
|  | <p>If my complaint cannot be dealt with by the Manager my complaint will go to the Senior Manager or another manager to deal with it.</p> |
|  | <p>SOS will try to get me the result I am satisfied with</p>  |

## What will happen if I make a complaint that I know is not true?



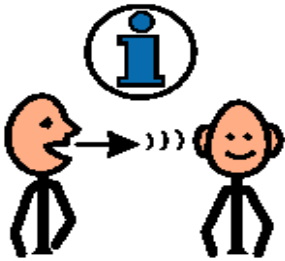
If I make a complaint that I know is not true and could hurt someone else, The manager may need to pass the complaint onto the CEO.

## How long will it take for my Complaint to be dealt with?

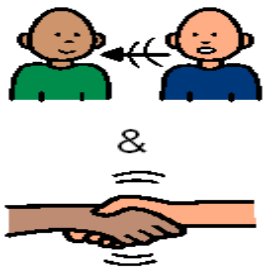


SOS will deal with my complaint as soon as is possible. It may take up to 30 days or longer to sort it out.

## Who will keep me informed of what is happening with my Complaint?

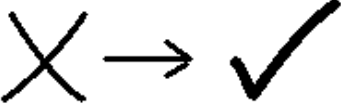


The person dealing with my complaint will keep me informed about what is happening.



The person dealing with my complaint will tell me what the end result is.

## At the end what might happen?

|   |   |
|---|---|
|  <p>Icon showing two stick figures. The figure on the left is speaking, with the word "SORRY" written above it. An arrow points from the speaker to the listener on the right.</p> | <p>I may get an apology</p>   |
|  <p>Icon showing a document with horizontal lines and an arrow pointing to the right.</p>  | <p>I may get an explanation in writing</p>  |
|  <p>Icon showing a red heart with a black outline, inside a circle.</p>  | <p>SOS might have to say that they were at fault</p>                              |
|  <p>Icon showing a lit lightbulb with rays emanating from it.</p>  | <p>SOS might have to change a decision on something</p>                           |
|  <p>Icon showing a hand holding a pen and writing on a document.</p>   | <p>SOS might have to make sure that the records they have on me are corrected</p> |
|  <p>Icon showing an X mark and a checkmark, indicating a correction or change.</p>   | <p>SOS might have to change the way they do things</p>                            |

## If I Am Not Happy



What do I do if I am not happy with the end result of my Complaint?

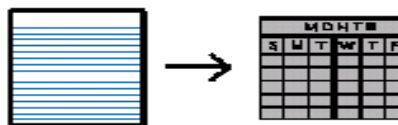
Citizens Information  Public Service Information  
Provided by the Citizens Information Board



*HEALTH SERVICE EXECUTIVE*



*HIQA*



I have 30 days to do this once I find out from SOS what the end result is.