



*Kerry  
Parents &  
Friends  
Association*

## **Complaints Policy – Easy to Read**

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<b>Reviewed by:</b>	<b>Assistant Director of Services</b>
<b>Approved by:</b>	<b>Marie Linehan, Chief Executive</b>
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<b>Monitoring Mechanism:</b>	<b>Assistant Director of Services</b>

# Kerry Parents & Friends Association

How to tell us if you are not happy with our services or staff.





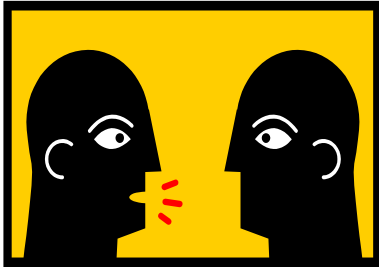
## **Easy read version of Kerry Parents & Friends Association Complaints rules.**

### What is a complaint?



A complaint is anything that I feel is wrong and that I want to see changed.

## **I might want to make a complaint if:**



Someone says something to me that I do not like and I do not want them to say it again.



Someone does something to me that I do not like and I do not want it to happen again.



I feel the way a staff member treated me was not fair.



**SERVICE** I feel I am not getting the service I need from Kerry Parents & Friends Association.

## How to tell us if you are not happy with our services or staff.



A complaint is a way of telling us you are not happy with Kerry Parents & Friends Association staff or services.



It gives us a chance to put things right and to make our services better for everyone.



If you make a complaint, we have to be clear about how and when we will deal with this.



This leaflet is about complaints and says what we should do and when we should do it.

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



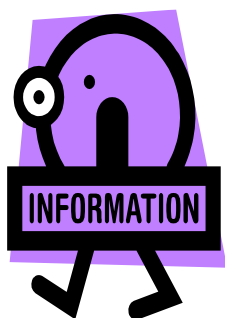
If I make a complaint that I know is not true and could hurt someone else, the complaints manager will address the issue.

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



Kerry Parents & Friends Association 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.



## How to make a complaint

You can make a complaint by talking to:



- A member of staff
- A key worker or
- I can write down my complaint or ask another person or family member to write down my complaint.



Kerry Parents & Friends  
Association Complaints  
Managers are Liz Lernihan and  
Sheila Doyle.



They will write down what you say and read it back to you. They will ask you to sign to say they have written down exactly what you wanted them to.

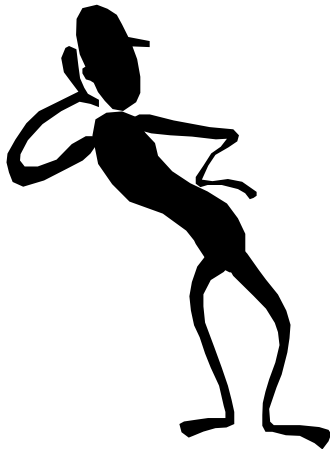
I can use the Advocacy Services to help me make a complaint.

Independent Advocate: Mary Carroll  
086 022 4022

## How will my complaint be dealt with?



My complaint will be taken seriously.



Any member of staff will listen to my complaint and if they can they will deal with it.



We will always write down everything that has been done and said.

## What we will do with your complaint.



The person who receives your complaint will give it to the person in charge of the staff or service you are not happy with.



We will check whether you want to make a formal complaint or whether you are just telling us how we could make our services better.



We will always try to sort things out quickly and simply before we go through all the different stages of dealing with a formal complaint.

# Communication and Information

## Communication



If we cannot do things about your complaint when we should, then we will let you know what is happening.

## Information



There should be a file for each complaint and the person who is dealing with your complaint must keep all the paperwork up to date.



They must write everything down in plain English to show what has happened and what we plan to do.



## **Confidentiality**

It is important that we keep personal information safe.



We will only share personal information if it helps us look into your complaint.



There are rules about keeping information safe. They tell us what information we can share, who we can share it with and how we do this.



Provide us with as much about your complaint as you can, by using this page and the next one.

Please write clearly.

Your name: .....

Your address: .....

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Daytime Tel No: .....





## Details of your Complaint:

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What would you like us to do to resolve this issue?

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Signature: .....

Date: .....

If you don't have enough space on this form for everything you want to tell us, please continue on a separate sheet of paper.

Review date: .....