

What happens if the person making a complaint is unhappy with the Complaints Officer's recommendations?

If the person making a complaint is unhappy with the outcome of the pre-investigation or the recommendations of the Complaints Officer following a formal investigation, they can ask for a review from the CEO. A request for review must reach the CEO within 30 working days of when the Complaints Officer's final report was posted out. The CEO has 20 days to make a decision regarding the appeal.

The person making the complaint can request an independent review from the **Ombudsman** at any time regarding Prosper's complaints management process. The Ombudsman will clarify with the complainant if Prosper's complaints management process has been used.



Support

A service user making a complaint will be supported by their key worker and / or Manager. They also have the right to appoint an advocate to help them make a complaint and to support them through the process.

Contacts:

Complaints Officer
Geraldine Doyle
Prosper Fingal
Strand Street
Skerries
Co. Dublin

Tel: 01 849 3609
Email:
geraldinedoyle@prosperfingal.ie

Complaints Officer
Fiona Monahan
Prosper Meath
43 Canon Row
Navan
Co. Meath

Tel: 046 907 4404
Email:
fionamonahan@prospermeath.ie

Office of the Ombudsman
18 Lower Leeson Street
Dublin 2

Tel: 01 639 5600
Lo-call: 1890 223 030
Email:
ombudsman@ombudsman.gov.ie

If you require any more information, please get in touch.

Management of Feedback Policy

Comments Compliments Complaints

Information Leaflet for Parents & Carers

September 2017

Introduction

Prosper Fingal and Prosper Meath (Prosper) are committed to providing person-centred services that respect the rights, dignity, choice and individuality of service users. If a service user or their parent / carer would like to provide feedback such as a comment, compliment or complaint about Prosper services, we would welcome it.

This leaflet explains how parents and carers can provide feedback or support a service user to provide feedback or provide feedback on the service user's behalf. It also explains how Prosper will respond to feedback received.

Background

Prosper values feedback such as comments, compliments and complaints. As this feedback helps us to improve our services, we have a formal policy by which to address these. It is based on the HSE's Service User Feedback Policy, called 'Your Service, Your Say' and legislation.



What is a Comment or Compliment?

A comment is a statement made about Prosper which may also include a suggestion for service improvement. A compliment is a statement made to acknowledge Prosper services in a positive way.

How can a Comment or Compliment be made?

Comments or compliments can be made in person, or by telephone, letter or email to any staff member. A comment or compliment will be followed up by the Manager within 5 days of receiving it, as appropriate. If a compliment focuses on an individual staff member, the Manager will make them aware of it. The Manager might need to contact the person for more information regarding their comment.

What is a Complaint?

A complaint is voicing dissatisfaction about something that Prosper has done or has failed to do. For example, it may be something that is perceived to have negatively affected a service user. Some issues which a service user or their parent / carer might complain about are: unfair treatment, health and safety, the service environment, any aspect of service provision or organisational change.

Can all Complaints be addressed?

Prosper will listen to all complaints, but there are some complaints we cannot deal with.

- If a matter relates solely to **clinical judgement**, we will direct people to where such complaints might be more appropriately dealt with.
- If a complaint is **anonymous** it cannot be investigated because the principles of natural justice cannot be upheld.
- If a complaint is found to be **malicious** or **vexatious** it will not be dealt with.

How can a Complaint be made?

Complaints can be made in person, or by telephone, letter or email to any staff member. The person making the verbal complaint will be asked to sign Prosper's 'Service Provision Verbal Complaint Form'. A serious complaint or a complaint against a named person must be in writing. The complaint can be given to any staff member or directly to the **Complaints Officer** within **12 months** of the action giving rise to the complaint.

The Complaints Officer is the person who deals with complaints:

- Geraldine Doyle, Operations Manager is Prosper Fingal's Complaints Officer
- Fiona Monahan, Operations Manager is Prosper Meath's Complaints Officer

What happens next?

Depending on the nature and seriousness of the complaint:

1. A staff member or Manager will try to resolve the complaint at local level
- or*
2. The Complaints Officer will investigate the complaint and make recommendations on how the complaint could be dealt with. The recommendations will be presented in a report

The Complaints Officer has 30 working days to investigate a complaint. It might take longer, but should not exceed 6 months. The Complaints Officer will keep those concerned informed of progress.