



Your Complaints & Feedback are Welcome

Supporting You to Speak Up

**An information booklet for people receiving
a Cheshire service, their family members
and advocates on raising and resolving
complaints and providing feedback.**

*Cheshire Ireland is committed to providing a quality, person
centred service for you. We encourage and welcomes you to
speak out about complaints and provide feedback*

Supporting You to Speak Up



Cheshire Ireland's Policy on Complaints and Feedback

- Sometimes people receiving a Cheshire service find themselves unhappy with certain aspects of the service. It is the policy of Cheshire Ireland to **foster and encourage people to speak up**.
- Cheshire Ireland welcomes and encourages you to speak out about your complaint and give your feedback. This information will **help us to improve the quality of the services we provide**. It is an opportunity for us to find out more about what you want from our services.
- Cheshire Ireland also **welcomes any feedback** that you would like to make about the service. This helps to make sure we continue doing the things that work well and work to resolve some of the things that need to be better.
- You have the right to make a complaint. Speaking up will help **protect your rights as an individual**.
- Cheshire Ireland will **listen, respond and resolve** your complaint or feedback as best we can.

Supporting You to Speak Up



What is a complaint?

A complaint is something that you are unhappy with in the service you are being provided or the place that you are living in.

There are many different areas that you may wish to complain about. You can complain about something that you want to stop. You can complain about something that didn't happen or something you would like to happen better.

What is feedback?

Feedback is your opinion on an activity or service that has been provided to you. Feedback can be either positive or negative. Feedback can express satisfaction or dissatisfaction with the service or just an observation you may like to make.

Some examples of things that you could complain or provide feedback about:

- The physical environment
- Quality of food
- How care and support is provided
- Privacy
- Choice
- Your personal safety
- How you are treated
- Your rights

How do I make a complaint or provide feedback?

The first step is to talk to any member of staff (for example Care Staff, Senior Care Worker, Nurse, Lifestyle Facilitator, Service Manager) who will do their best to resolve the problem.

You will be provided with a private area to allow you to discuss your concerns with the staff member in a confidential manner.

You have the right to have an advocate with you when making your complaint and at all times throughout the process.

You can make your complaint verbally to a staff member or use the **Complaint and Feedback form** to make your complaint in writing.

If you do not want to make your complaint locally, you can contact the Regional Manager or the Service Quality Officer in your region.

When should I complain?

While there is no time limit for making a complaint, we would encourage you to report your complaint to a staff member as soon as possible following the incident. All complaints will be taken seriously and looked into. To ensure your complaint is resolved appropriately, you are encouraged to speak up within the shortest possible timeframe.

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How will my complaint be dealt with?

Your complaint will be investigated thoroughly and dealt with confidentially.

Step 1

Your complaint will be **resolved in the first instance at the local level**. This is done through discussion and negotiation with all people involved. Your complaint will be recorded on the **Complaint and Feedback form** along with the actions taken to resolve your complaint. This is a requirement of the HSE.

Step 2

If your complaint requires further investigation, this will be done by the Service Manager and we call this step the **preliminary enquiry**.

Step 3

If the complaint is not resolved at this time, a **formal investigation** will take place.

Cheshire Ireland will endeavour to resolve all complaints within 30 working days. If it takes longer to look at all the issues raised in your complaint, we will contact you and keep you informed of our progress.

Cheshire Ireland - learning through listening

How will my feedback be dealt with?

Cheshire Ireland will actively strive to communicate all feedback provided to the relevant individuals concerned.

What do I do if the complaint is of a serious or complicated nature?

If your complaint relates to a potential abuse or neglect issue, this will be investigated under the Adult Protection Framework. Your complaint or allegation will be investigated thoroughly using the same steps outlined above.

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What should I expect when I make a complaint?

You will be:

- Listened to
- Spoken with in a confidential manner
- Respected
- Treated Fairly
- Offered Advocacy Support
- Kept Safe
- Provided with Information on how the complaint is being investigated and resolved
- Supported

What are the possible outcomes if I make a complaint?

Possible outcomes might include:

- An Apology
- An Explanation
- An Admission of Fault
- A Change of Decision
- Changes to the Environment
- Correction of Misleading / Incorrect Records
- Changes to Support Levels
- Policy Changes
- No Action

Speaking up about your complaint or feedback will:

- Help us to provide you with a better service
- Learn about what works well and doesn't work well
- Stops the same thing from happening to other people

Complaint and Feedback Form



If you have a complaint about any aspect of a Cheshire Service or you want to provide some feedback, then please complete this form.

Name: _____

Contact Address: _____

Phone Number: _____

Date of experience giving rise to complaint / feedback: _____

Complaint / Feedback reported to: _____

Are you a:

Person receiving a service Family Member Advocate

Staff Member Other _____

Please outline a brief description of your complaint / feedback:

Signed: _____ **Date:** _____

To be completed by Cheshire Ireland staff member only

Received by: _____ Date Received: _____

Received from: _____ Verbal Written

Category of Complaint:

Service Delivery Accommodation/Food Privacy Choice Adult Protection

Hygiene/Cleanliness Financial Rights Personal Safety/Injury Staff Attitude/Manner

Facilities/Physical Environment Communication Other _____

Initial Action Taken: _____

Complaint and Feedback Form



Block 4, Bracken Business Park, Bracken Road,
Sandyford Industrial Estate, Dublin 18

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Where can I get more information?

The following documents are available on the Cheshire Ireland website www.cheshire.ie and in your service

- Complaints Policy
- Complaints Management Procedures
- Complaint and Feedback form
- Adult Protection Framework
- Adult Protection Policy
- Abuse Reporting and Investigation Procedures
- Confidentiality Policy
- Supporting Advocacy in Cheshire Services Handbook

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