

Foreword Complaints Policy, Brendan Broderick, CEO, Wednesday, 20/08/2014

As your service provider, we are heavily dependent on your feedback as to whether we are getting it right, where we are getting it right, and where we are getting it wrong. If you have any concern or confusion, do not hesitate to pick up the phone or to make an appointment with the person best positioned to deal with your concern. We have stressed with all our staff members how important such contact is and have urged them to be as attentive and as thorough as possible in how they respond to such queries. Never think that we will view such queries from you as bothersome, irritating, interfering or inconsequential. Banish especially any thoughts or anxieties you might have that you might be viewed as “ungrateful” or “difficult” because of concerns you have raised. Service users and their families must not feel in any way beholden to the service provider because of the service they are receiving – or feel that there is a risk of jeopardising this service if the service user or family raises a question or complaint.

Our general advice to you is to **raise your concern at the most local level** – to the key worker, if one has been formally nominated, or to the immediate line-manager/Person-in-Charge. If you do not get satisfaction at this level, do not hesitate to move it to the next level.

If your efforts to resolve the matter locally and informally do not work to your satisfaction, please raise the matter with the Area Director. Alternatively, **you may wish to raise a formal complaint**. This policy document will explain to you how to go about making a complaint.

N.B. There will be some issues which are so serious or which require such immediate attention (or both) wherein formally logging a complaint may be the most appropriate means of bringing the matter to our attention.

Muiriosa Foundation are funded by the HSE to provide agreed services and support to people with intellectual disability. The formal agreement we sign with HSE each year is called a *Service Arrangement*. Within this *Service Arrangement* we report back regularly to HSE on the complaints we have received. This in turn enables HSE to monitor the extent to which we are providing the agreed services and the extent to which we are meeting our commitment to provide responsive and person-centred services.

Signed: **Brendan Broderick**
 CEO

