



Ballymun Job Centre (BJC):

Service Users' Complaint Policy and procedures

Introduction

The BJC is committed to the delivery of a quality service as outlined in our service users Quality Statement

Despite the organisation making every effort to meet the quality standards that we have set ourselves from time-to-time service users may not feel satisfied with the type, level or quality of the service that is provided.

This document is intended to outline the policy and procedures the organisation has adopted in relation to a complaint, from a service user/s, about the standard, and quality of service that they receive.

Guiding principles

The BJC gives a commitment that complaints will be taken seriously and dealt with promptly, efficiently and in a considerate manner

Every effort will be made to address the issue prior to moving to a formal complaint

All complaints will be dealt with in a fair, honest and ethical manner.

The procedure will be kept as simple as possible.

Where a complaint concerns a staff member the BJC will address the situation with due regard to its obligations as an employer and the rights of the employees, the terms governing their condition of employment and the procedures outlined in the staff handbook.

In the event of errors being made the BJC will endeavour to correct them as quickly as possible and to give an explanation and where necessary an apology

How a complaint is received

A complaint can come to the attention of the organisation in a number of different ways as follows:

Contact, by phone or in person, with a staff member or by letter, e-mail, and/or text.

The complaint maybe made by the person directly affected or by a person acting on their behalf

If the complainant is under 18 years of age, the parent, guardian or appropriate adult must be informed and should attend all meetings in relation to the complaint.

Complaint procedures

Where possible attempts to resolve the difficulties will be made at the first line of contact. Where the complaint remains unresolved the individual making the complaint is provided with an opportunity to meet a member of the Management Team.

At the meeting the complainant is asked to outline their grievance. The details are noted and every effort is made to resolve the situation. If the situation cannot be resolved the individual is informed that they have the right to make a formal complaint. If this is declined the staff member will offer to look into the situation and will contact the service user with four days to follow-up. If the individual would like to make a formal complaint the form is filled out and the individual informed that the Manager would undertake a full investigation.

During the follow-up the service user will be up-dated and offered a further opportunity to meet. If the individual does not wish to take it any further and/or is satisfied with the situation a report is done and sent to the Manager.

If the service user attends the second meeting and is satisfied with the outcome a report is done and sent to the Manager. If the situation is still unresolved the individual is again informed of his/her right to make a formal complaint. If the individual would like to make a formal complaint the form is filled out and the individual informed that the Manager would undertake a full investigation.

Formal procedures

The Manager with the assistance of appropriate staff member will carry out a full investigation this may involve:

Interviews with all relevant individuals

Minute taking of all meeting

Individuals will be informed that they may have an appropriate individual present with them during the investigation.

The Manager will also inform the Chairperson that the investigation is taking place.

At the end of the investigation a meeting is held with the service user to inform them of the findings and to arrive at an outcome that is fair and just to all concerned.

Complaint Form

Please complete all sections of this form using block letters.

Your Details

Name:

Address:
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Daytime telephone number:
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Date of incident:
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Name of person you were dealing with:
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Details of Complaint:

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You may continue on an additional sheet if required.

Signature:

Date:

Please return to:

**Sandra Roche
Project & HR Manager
Ballymun Job Centre,
Civic Centre, Main Street Ballymun, Dublin 11**

