

Making a Complaint

Easy Read Version





Positive Futures has a Complaints Policy.



This easy read leaflet is about how to make a complaint about our services.

What is a complaint?



A complaint is something you can do if you feel unhappy about how we support you and would like it to be different.

You may be unhappy because:

- We did something wrong.
- We didn't do something how you wanted us to do it.
- We didn't support you with something that you need.



Complaints are not a bad thing. We want people to tell us if they are unhappy. This helps us to get better at how we support you.

Who can help you make a complaint?



- A member of staff
- A family member or friend
- A carer
- An independent advocate – this is someone who acts on your behalf to support you in making decisions. You can get information about advocacy services from your support staff or from the HSE.

You can contact the organisation below for help and support to make a complaint.



**National Advocacy Service
for People with Disabilities**

National Office
Level 3 Rear Unit
Marshalsea Court
Merchant's Quay
Dublin 8



Telephone: 0818 07 3000



Email: info@advocacy.ie

What should you do if you are unhappy?



Speak to someone who supports you, works where you live, or the manager. You could also speak to someone else that you trust, who can tell us what's wrong.



We can usually answer your questions and help you with your complaint, to help you feel happy again.

If you are still unhappy, what can you do?



You can talk to a member of staff or a manager.

A member of staff can support you to make your complaint.



You can also write to:
The Executive Director,
Office 4, The Business Centre
Blackthorn Business Park,
Coe's Road, Dundalk
Co. Louth
A91 HX62



Telephone: 042 942 8079



Or email: complaints@positive-futures.net

What we will do



When you make a complaint we will:

Let you know we have received your complaint.



Make sure we understand what the problem is.



Deal with your complaint as quickly as we can.



Let you know what we have found.



Involve you, where possible, in decisions about how your complaint is handled.



Support you to understand what is happening at each stage.

Our promise to you



You will be treated fairly and receive support throughout the complaint.



Making a complaint will not affect the support you receive.



When mistakes happen we will acknowledge them, apologise, explain what went wrong and put things right.



We will listen and learn
from what you say if
you complain about
your support.

If you are not happy with our response



If you are not happy with the decision, you can ask us to look again at how we handled your complaint.



You can also talk to the HSE who arranged for you to be supported by Positive Futures.

You may also be able to speak to HIQA if they are involved in the service you receive.

You can do this by writing to:



Health Information and Quality Authority

George's Court
George's Lane
Smithfield
Dublin 7



Telephone: 021 240 9646



Email: concerns@hiqa.ie

You can also contact the Ombudsman or Ombudsman for Children.

You can contact the
Ombudsman by writing to:



The Office of the Ombudsman
6 Earlsfort Terrace
Dublin 2
D02 W773



Telephone: 01 639 5600



Email:
complaints@ombudsman.ie



Online: www.ombudsman.ie

You can contact the
Ombudsman for Children
by writing to:



The Ombudsman for
Children's Office
Millennium House
52-56 Great Strand Street
Dublin 1



Telephone: 1800 20 20 40



Email: ococomplaint@oco.ie



Online: www.oco.ie



POSITIVE FUTURES

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