

# Making a Complaint Easy Read Version



www.positive-futures.ie



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 advocatethis 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.

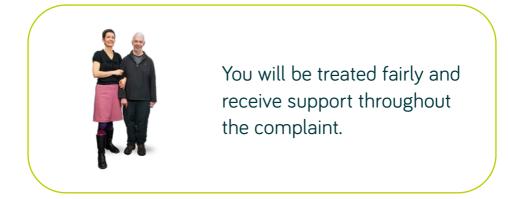


Involve you, where possible, in decisions about how your complaint is handled.



Support you to understand what is happening at each stage.

#### Our promise to you





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



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Registered in Ireland: 566738. Charity Registration Number: 20106348.

