

---

# RESPOND SUPPORT COMPLAINTS POLICY

---

## **We value your feedback**

Respond Support views complaints as an important opportunity for us to learn from your experience, to reflect on our practice and to continuously improve our services

## **Our Commitment to you**

### **Respond Support aims to:**

- Provide a fair complaints procedure which is clear and easy to use
- Ensure all complaints are investigated fairly, promptly and in confidence
- Handle all information sensitively, informing only those who need to know; in accordance with relevant data protection requirements
- Gather information which helps inform how we go about our business
- Learn from complaints and use them to review and improve our service
- Satisfactorily resolve any issues you may have with our service

## **What is a complaint?**

A complaint is any expression of dissatisfaction about any aspect of the services we provide and may include:

- Where our service fails to meet your reasonable expectations
- Where a member of staff may perform to less than professional standards
- Where we fail to communicate effectively or consistently

## **We are unable to accept complaints relating to matters listed below as these are dealt with under separate policies and procedures;**

- Matters relating to employee relations in health and social care services
- Data subject requests made under the Data Protection Act 2003 or the Freedom of Information Act 2014
- Any matter being investigated by the Office of the Ombudsman
- Any matter which is the subject of proposed or ongoing independent inquiry or legal proceedings
- A complaint or feedback which is considered to be vexatious or frivolous

## **How to make a complaint**

We would like to address or resolve all complaints as quickly as possible. Complaints should ideally be made within twenty-eight days of the event occurring, or as soon as possible after the matter arises.

## **Informal Complaints**

We believe that complaints should be addressed and resolved at as local a level as possible. Therefore you should in the first instance address any complaint to, or raise an issue with the local service manager in person, by telephone, or in more serious cases in writing.

## **Formal Complaint**

Should it not be possible for an issue or complaint to be resolved or addressed to your satisfaction locally, you are welcome to address any complaints or feedback to our Customer Services manager. You can contact us by telephone, or in writing.

Writing: Customer Services Manager, Respond Support, Axis Building, Ballymun, Dublin 11

Email: [info@respondsupport.ie](mailto:info@respondsupport.ie)

Phone: 01 8832 551

## **Response Times**

Your complaint will be acknowledged within ten working days. A reply will normally be sent to you within thirty working days. If there is a delay in responding we will keep you informed of our progress.

## **Appeal**

If you are unhappy with our response, you may ask for a review by writing to The Customer Services Manager at the address above. You must state why you are unhappy with the decision and how you would like to see the matter resolved. We will acknowledge your appeal within 10 working days. We will revert to you with a decision within 20 working days. If this is not possible, for example, where an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

## **Recording and reporting of complaints**

It is important to identify areas of learning from complaints so that we can improve performance and reduce the likelihood of any recurrence of the issues giving rise to the complaint. As a result, we keep a confidential record of all complaints received.

## **Data protection**

All personal information received by the company in relation to a complaint shall be stored in accordance with the Data Protection Act 2003 and the Freedom of Information Act 2014 and in line with the Authority's Information Governance Policy.