

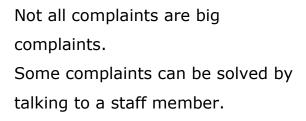


An easy-to-read guide to

Making a complaint in residential services

June 2017

A complaint is when you let someone know you are unhappy about something in your service.





When a complaint is bigger or is not solved by staff. You can make an official complaint.



This can be done by the HSE 'Your service your say' system.



To make a complaint you can get help from

- A family member
- A Friend
- An Advocate



You can complain in a number of ways.

Tell a staff member or a complaint officer in your service.



Telephone the HSE 1890 424 555



Email the HSE at this address yoursay@hse.ie



Write a letter to any HSE office. You can get help with this from an advocate or family or staff member.

		Monday	
~		Tuesday	_
1	•	Wednesday	_
	2	Thursday	
	5	Friday	
-		Saturday	
		Sunday	1

Within 5 days you should be told your complaint has been received.



The complaint should be addressed within 30 days by the complaint officer. If it is not addressed they will update you every 20 days.





If you are not happy with the result of the complaint you can contact Office of the Ombudsman by telephone: 1890 223 030 OR the Ombudsman for Children by telephone: 1800 20 20 40.

Other ways to complain



If the complaint is about abuse or welfare you can complain to the **HSE Safeguarding team**. They will investigate.



The National Safeguarding Office telephone number: 061 461 165



If the complaint involves possible abuse, neglect or the welfare of a child you can contact **TUSLA** Telephone number: 01 771 8500



You can make **HIQA** aware of any issue. They do not investigate individual complaints but they can include concerns in their inspections.



If you want to contact HIQA email: <u>concerns@hiqa.ie</u>



HIQA telephone number: 021 240 9646



oCall: 1890 100014 The HSE have appointed a **Confidential Recipient** for vulnerable persons. The confidential recipient can ask the HSE to fully investigate your complaint.



Confidential recipient telephone: 1890 100 014



If the complaint involves a possible crime you should contact your **local Garda Station.**



Advocacy supports

An independent advocate can help you make your complaint. They will meet you and make sure your voice is heard.



The National Advocacy Service for people with disabilities. Their number is 0761 07 3000



Sage is an advocacy service for older people. This includes people with disabilities. Their number is 1850 719 400



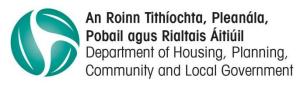
EPIC is an advocacy service for people under 18 living in residential care including children with disabilities. Their number is 01 872 7661 The document was proof-read by men and women with disability.





"© European Easy-to-Read Logo: Inclusion Europe. More information at <u>www.easy-to-read.eu".</u>

This document was developed as part of a project funded through the Dormant Accounts Fund.







government supporting communities