

## **Providing Services and supports to People with an Intellectual Disability**

# **Policy on Complaints and Compliments**

This policy applies to any person who wishes to make a complaint or complement. It is the ethos of Ability West to listen to the views from service users, families, visitors and the community about our services. As such all complaints, compliments or suggestions are viewed as an opportunity for learning and continuous improvement of the quality of services that we provide.

Ability West recognises that responding effectively to complaints or compliments and learning from them is a key aspect of providing a high quality person centred service. To accomplish this Ability West will have in place a robust and consistent approach for the monitoring and management of all complaints and compliments on QMIS which will be audited by The Lead Manager Quality, Standards & Compliance.

The complaints procedure will be well publicised, prominently displayed and made accessible to residents, service users, their families and advocate in an accessible age appropriate format suitable for the service users and residents individual needs. Openness and accountability are key elements in our service provision and this is our philosophy to managing complaints and feedback. Ability West aims to create an environment where everyone feels comfortable and has the opportunity to provide feedback and feel safe in the knowledge that there will be no adverse consequences arising from the issue raised. The complainant will be encouraged and supported to express their concerns and an advocate will be provided if necessary.

Equally staff will be trained to taking ownership of the process and to understand behaviours that indicates an issue of concern or complaint that a person with a disability cannot communicate by other means. Such messages

received will receive the same positive response as an issue raised by another means. All staff will take responsibility to resolve the complaint immediately and locally where possible and with the assistance of their Line Manager if necessary, unless the complainant wishes to do otherwise. In such cases a Complaints Officers will be appointed who will handle the complaint confidentially and without prejudice. Where complaints are resolved locally, details of the complaint will be documented on QMIS.

This policy addresses the management of complaints made by service users, families, visitors and the community about our service and in compliance with the Health Act 2004, Regulations (Complaints) 2006, and other legislation it also recognise the limitations of these Acts where they are a number of complaints which are specifically excluded under Part 9 of the Health Act and these are outlined and defined in The Procedure.

Notwithstanding this it is Ability West's intention that all complaints shall be acknowledged and addressed sensitively, promptly without prejudice where practicable. It does not address employee complaints and grievance related to their employment or recruitment. Any such complaint or grievance shall be addressed under The Grievance Procedure as outline under the Dignity and Respect in the Workplace Policy. Any complaints received about a named staff members must be investigated in conjunction with existing policies and procedures, e.g. Trust in Care.

All information obtained through the course of any complaint shall be treated in a confidential manner and meet the requirements of the Data Protection Acts 1988 and 2003 and the Freedom of Information Act 1997 and 2003.

This Policy and Procedures will also be reviewed every 2 years and more frequent, if required.

Signed:



Approval Date:

26/03/2015

Implementation Date:

06/04/2015
**REVISION HISTORY:**

<b>Rev. 0</b>	<b>PREPARED BY:</b> Theresa Caulfield, Assistant Director of Finance Eileen Costello-Conneely, Advocacy, PCP and Quality Manager Marian Cushen, Area Services Manager Adrian Harney, Director of Human Resources	<b>DATE: 30/06/2008</b>
	<b>APPROVED BY:</b> Breda Crehan-Roche, Chief Executive	<b>DATE: 30/06/2008</b>
<b>Rev. 1</b>	<b>REVIEWED BY:</b> Eileen Costello-Conneely, Services Quality Manager Adrian Harney, Director of Human Resources Service User Council Policy Advisory Group	<b>DATE: 12/07/2013</b>
	<b>APPROVED BY:</b> Breda Crehan-Roche, Chief Executive	<b>DATE: 22/07/2013</b>
<b>Rev.2</b>	<b>REVIEWED BY:</b> Oliver Daly Lead Manager Quality, Standards & Compliance	<b>DATE: 26/03/2015</b>
	<b>APPROVED BY:</b> Breda Crehan-Roche, Chief Executive	<b>DATE: 26/03/2015</b>

**Revision History**

REVISION NO	DATE	DESCRIPTION OF CHANGE	NO.
0	20/07/2009	N/A – Initial establishment of procedure	-
1	12/07/2013	See Q.A.R.F. No. 0191	0191
2	23/03/2015	Policy revised to comply with HIQA	0244
	23/03/2017	<b>Next Review</b>	