

## Q What happens when I make a complaint?

**A** All complaints are treated confidentially and we will only involve the people who are directly involved in your complaint.

Initially we will aim to resolve the complaint in an informal way. We will only move to a more formal approach if we cannot solve your concerns informally or if it is inappropriate to do so.

When a complaint is treated formally it will be investigated by a Complaints Officer who will strive to conclude their report within 30 days of receipt.

You will receive full details of this process from the Complaints Officer when they acknowledge receipt of your complaint.

## Q What can I expect to happen if my complaint is upheld?

**A** The outcome of any complaints upheld (formal or informal), will be recorded and include: actions to be taken, specific timeframes

and agreed dates for further reporting. The Manager/Coordinator will be responsible for ensuring the agreed actions are carried out.

Anonymised information from compliments, comments and complaints are used to improve services on a general level.

## Q What if I still feel that my complaint has not been addressed?

**A** If you are not satisfied with our complaints process, you can make a complaint at any time to the Ombudsman set up by the government to investigate complaints (see contact details at the end of this document).

# Contact Details

### ASI contacts

**ASI Complaints Officer/Operations Manager Eastern Region,**  
First floor, Unit 7A,  
The Village,  
Lucan, K78 HX71  
**Tel:** 087 870 1977

**ASI Complaints Officer/ Operations Manager Northwest/Midwest:**  
Cavan Day Care,  
Sullivan Centre,  
Cathedral Road,  
Cavan, H12 CF53.  
**Tel:** 087 8536603

**ASI Complaints Officer/ Operations Manager South,**  
Bessboro Day Care Centre,  
Bessboro, Blackrock,  
Co. Cork.  
**Tel:** 021-497 2504

**ASI Complaints Officer/ Operations Manager Southeast**  
Old Day Care Centre,  
John's Terrace,  
Birr, Co Offaly, R42 V188  
**Tel:** 057 9125296

**Complaints Officer for the Dementia Advisory Service/Helpline**  
The Alzheimer Society of Ireland,  
Temple Road, Blackrock, Co. Dublin.  
**Tel:** 01-207 3800

**Complaints Officer for National Office Departments**  
(Communications, HR, Advocacy or Finance)  
The Alzheimer Society of Ireland,  
Temple Road,  
Blackrock, Co. Dublin.  
**Tel:** 01-207 3800

### ASI National Complaints Officer

The Alzheimer Society of Ireland,  
Temple Road,  
Blackrock,  
Co. Dublin.  
**Tel:** 01-207 3800

### Online health complaints resource

[www.healthcomplaints.ie](http://www.healthcomplaints.ie)

### HSE Safeguarding and Protection Team

**Web:** <https://www.hse.ie/eng/services/list/4/olderpeople/elderabuse/protect-yourself/safeguardprotectteams.html>

### HSE information line

**Tel:** 1800 700 700  
Monday to Friday 8am-8pm  
Saturday and Sunday 9am-5pm

**Email:** [info@hse.ie](mailto:info@hse.ie)

**Website:** [www.hse.ie](http://www.hse.ie)

The HSE has also appointed a Confidential Recipient who will receive and report concerns of abuse or neglect in complete confidence. **Phone number:** 061 482 605/087 665 7269

### Sage Advocacy

**Tel:** 0818 719 400  
**Email:** [info@sageadvocacy.ie](mailto:info@sageadvocacy.ie)

### Irish Patients Association

**Tel:** 087-659 4183  
**Email:** [info@irishpatients.ie](mailto:info@irishpatients.ie)

### The Office of the Ombudsman

66 Earlsfort Terrace, Saint Kevin's, Dublin 2, D02 W773  
**Tel:** 01 639 5600  
**Email:** [complaints@ombudsman.ie](mailto:complaints@ombudsman.ie)



# Feedback Form



ASL region:			
Service name:	Department:		
Service type:	<input type="checkbox"/> Day care <input type="checkbox"/> Home care <input type="checkbox"/> Daycare at Home <input type="checkbox"/> Other (please specify) .....		
Date of event:	DD / MM / YYYY	Date completed:	DD / MM / YYYY
Type of feedback:	<input type="checkbox"/> Comment <input type="checkbox"/> Complaint <input type="checkbox"/> Compliment		
You are a:	<input type="checkbox"/> Service user/Client <input type="checkbox"/> Service user's family <input type="checkbox"/> Service user's carer <input type="checkbox"/> Service user's friend <input type="checkbox"/> Service user's advocate		
Your name:			
Contact details:	Address: .....		
County: .....			
Phone: .....			
Signature: .....			
Service user (on behalf of if applicable): .....			
About:	<input type="checkbox"/> Access <input type="checkbox"/> Dignity & Respect <input type="checkbox"/> Safe & Effective Care <input type="checkbox"/> Communication & Information <input type="checkbox"/> Participation <input type="checkbox"/> Privacy <input type="checkbox"/> Improving Health <input type="checkbox"/> Accountability <input type="checkbox"/> Other		
Brief description: .....			
Time (if known): .....			
People present: .....			

## Q What is this guide for?

**A** This is a guide about how our clients/service users, their carers, family or advocates can make compliments, comments and complaints about our services.

This guide sets out ASI's policy to welcome compliments, comments and complaints to help continuously improve our services.

Our full policy is available upon request.

## Q What are compliments?

**A** Compliments are a written appreciation.

## Q What are comments?

**A** Comments are a written observation or suggestion.

## Q What are complaints?

**A** Complaints are where it is claimed that an action of ASI does not accord with fair and sound administrative practice and adversely affects or affected that person.

An informal complaint is a complaint made verbally.

A formal complaint is a complaint made in writing, or an informal complaint that

cannot be resolved at the point of contract, or is deemed sufficiently serious in nature to be treated formally.

## Q What if my complaint is about an allegation of abuse?

**A** If your complaint involves an allegation of abuse, it will be dealt with according to our Safeguarding Vulnerable Persons at Risk of Abuse Policy. You can request the Safeguarding Information leaflet from your Service Manager/Coordinator and discuss the matter with them. If you have a concern about potential abuse which you feel you cannot raise with ASI, you should contact the Safeguarding and Protection Teams (SPTs) in your local HSE Community Healthcare Organisations (CHOs), whose contact details are at the end of this document.

## Q Who can make a compliment or comment?

**A** Our clients/service users, their carers, family or advocates can make compliments and comments.

## Q How do I make a compliment or comment?

**A** Compliments or comments may be made by completing the attached form and posting or handing it in to your ASI service. Compliments or comments can be made by using the attached form, by phone, in person or by writing via letter or email.

## Q Who can make a complaint?

**A** Any of our clients/service users can make a complaint. We will accept complaints made by someone on behalf of a client/service user if that person does not have the capacity to complain by themselves.

## Q Can I get help to make a complaint?

**A** Clients/service users can represent themselves or be represented by whoever they choose.

If you wish to make a complaint, but feel that you need support we will try to arrange the support of an

independent advocate. (See also contact details at the end of this document.)

## Q How do I make a complaint?

**A** Complaints can be made by using the attached form, by phone, in person, or by writing via letter or email.

If you feel able, you may speak with the person on duty and let them know what your complaint is about.

If you do not wish to do this or you are not happy with the response from them, you should contact the Manager/Co-ordinator of the service. (Whose contact information is either displayed in your service or in your homecare pack.)

If you do not wish to do this, or you are not happy with the response from the Manager/Co-ordinator, you should contact the Operations Manager/Complaints Officer. (See contact details at the end of this document.)

If your complaint involves the Operations Manager, then you should contact the The National Complaints Officer (see contact details at the end of this document.)