

# Feedback and Complaints Policy Statement



**Your feedback is important in helping us to review and improve our services. Here we explain how you can give feedback, point out where we've gone wrong and make a formal complaint.**

## What is feedback?

Your comments, suggestions, concerns and complaints are all feedback.

## How do I give feedback?

You can give feedback in a number of ways. You can:

- tell the member of staff you are dealing with directly
- call us on the telephone
- use our **feedback form** (it is printed at the end of this policy statement, or you can fill it online at [www.caranua.ie/who\\_we\\_are/feedback\\_form](http://www.caranua.ie/who_we_are/feedback_form) )
- write to us by email or post
- make a complaint.

From time to time, we will also look for your feedback through surveys. You can choose whether or not you take part in these.

We will take your feedback seriously and use it to improve how we do things and put right things.

## What is a complaint?

A complaint is an expression of dissatisfaction about our service or lack of service, or about the standard of service provided by us.

## What is the difference between feedback and a complaint?

The main difference between feedback and complaints is that feedback can be informal and positive, whereas complaints are always a criticism and are more formal.

When you give us feedback, we listen to what you say and use the information to improve our service.

When you make a formal complaint, a 'process' starts.

## **What can I complain about?**

You can complain if:

- we fail to meet our published service standards
- we fail to meet the timelines we set out in our published service standards
- we fail to protect your privacy and confidentiality
- you are disrespected or poorly treated by a member of staff
- you are treated in a way that is discriminatory or unfair.

## **What can't I complain about?**

There are some things that we cannot deal with through our complaints procedure because they are either outside of our control or are subject to another procedure.

You cannot complain about:

- how we were established and what the legislation allows us to do
- things that can be appealed to the Appeals Officer such as a decision about not being eligible to apply to us, or a decision not to approve a service that you apply for.

## **How do I complain?**

You can make a complaint by telephone, email or letter or you can use our complaints form. Whatever way you wish to make the complaint, we will need the following information:

- your name and address or telephone number where we can

contact you

- the name of the staff member, if relevant, that you are complaining about
- what your complaint is about. For example, is it about undue delays, the standard of service or the way you have been treated by a staff member?
- what happened and how the incident affected you
- information on any communication needs you have. If you are hard of hearing for instance, or need help to make the complaint
- copies of letters or other documents relevant to your complaint.

Please fill in the Complaints Form. You can fill it in online at **[www.caranua.ie/who\\_we\\_are/complaints\\_form](http://www.caranua.ie/who_we_are/complaints_form)**. It is also printed at the end of this policy statement. Please contact us and we can forward you a hard copy.

You can email your complaint to **[complaints@caranua.ie](mailto:complaints@caranua.ie)** or post it to::

**Complaints Officer  
Caranua  
PO Box 12477  
Dublin 1**

## **What happens next?**

When we receive your complaint:

- we will acknowledge it within 5 working days. At this time, we will ask for you for additional information, if this is necessary
- your complaint will then be reviewed by a Complaints Officer.
- your complaint will initially be dealt with by the person you normally deal with at Caranua. If your complaint is not resolved at this point, a manager will become involved in resolving it.

If it still cannot be resolved an investigation will commence by a Complaints Officer. The Complaints Officer will not be a staff member you have already dealt with about the complaint. We will keep you informed of progress until we have a final response

- At every stage of the complaints process the Caranua staff member dealing with the complaint fills in a 'Record of Complaint' form. These forms are immediately sent onto the staff member's manager, who sends them to the CEO on a monthly basis.

If our investigation of your complaint shows that we are in the wrong, we will apologise for the mistake, explain why it happened, and change the way we do things to avoid making the same mistake in the future.

### **What if I am not satisfied?**

If you are not happy with the outcome of your complaint to Caranua, you can contact the Ombudsman. If your complaint relates to discrimination or unfair treatment under the Equality Acts, you can complain to the Equality Tribunal.

### **What does the Ombudsman do?**

The Office of the Ombudsman examines complaints about how government departments and state bodies, including Caranua, do their business. The Ombudsman will only consider your case if you have tried to resolve it with us first.

Contact details for the Ombudsman are:

**Office of the Ombudsman**  
**18 Lower Leeson Street**  
**Dublin 2**  
**Tel: 01 639 5600**  
**Locall: 1890 223030**

**Fax: 01 639 5674**

**E-mail: [ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie)**

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

You can complain to the Ombudsman whether you live in Ireland or outside Ireland.

## **What does the Equality Tribunal do?**

The Equality Tribunal deals with complaints under the Equal Status Act. You cannot be discriminated against because of gender, age, family or marital status, sexual orientation, membership of the Travelling community, race, disability or religious belief. If you feel Caranua has discriminated against you on any of these grounds, you can make a complaint to the Equality Tribunal.

You do not have to make a complaint to Caranua before going to the Tribunal, but you must notify us that you are going to complain to the Tribunal within 2 months of the incident.

Contact details for the Equality Tribunal are:

**The Equality Tribunal**

**3 Clonmel Street**

**Dublin 2**

**Tel: 01 613 6800**

**Locall: 1890 344424**

**Fax: (01) 4774141**

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

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

You can complain to the Equality Tribunal whether you live in Ireland or outside Ireland.



**CARANUA**

support for survivors of institutional abuse

PO Box 12477  
Dublin 1, Ireland  
Tel: + 353 1 874 5709  
E [apply@caranua.ie](mailto:apply@caranua.ie)  
W [www.caranua.ie](http://www.caranua.ie)

## FEEDBACK FORM

### What is a Feedback Form?

Your comments, suggestions, concerns and complaints are all feedback. We have a separate **Complaints Form** if you wish to make a formal complaint that we must respond to.

### FEEDBACK

**Your Contact Details** (*you do not have to give this information in order to submit this form*):

**Name:**

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**Address:**

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**Telephone:**

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If you need more space to write your feedback, just attach additional sheets

Please return this form to **PO Box 12477, Dublin 1, Ireland**

You can also fill out this form online at [www.caranua.ie/who\\_we\\_are/feedback\\_form](http://www.caranua.ie/who_we_are/feedback_form)



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## COMPLAINTS FORM

Name:

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Address:

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Telephone:

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Name of the staff member you are complaining about (if relevant):

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What is your complaint?

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Do you have any communication needs or do you need help to make a complaint?

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**PLEASE REMEMBER TO SEND US COPIES OF ANY LETTERS OR OTHER DOCUMENTS THAT ARE RELEVANT TO YOUR COMPLAINT.**

If you need more space to write your complaint, just attach additional sheets

Please return this form to **PO Box 12477, Dublin 1, Ireland**

You can also fill out this form online at [www.caranua.ie/who\\_we\\_are/complaints\\_form](http://www.caranua.ie/who_we_are/complaints_form)



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### **How to contact us**

- PO Box 12477 Dublin 1, Ireland
- Email: [apply@caranua.ie](mailto:apply@caranua.ie)
- Fax: +353 1 874 5709
- Freephone 1800 212477 (from Ireland)  
Freephone 0808 234 1303 (from UK)

*Charges may apply from some mobile networks*

Please note that we are unable to provide a freephone outside Ireland and the United Kingdom, but if you call us we can call you back to reduce the cost of the call to you.

**From anywhere: +353 1 874 2277**

### **For more information**

See our website [www.caranua.ie](http://www.caranua.ie)