

Making a complaint about our services



Making a complaint or comment
about Positive Futures' Services

This leaflet is intended is for carers or representatives who may register a complaint on behalf of a person supported by Positive Futures.

It is also available for other external parties, such as suppliers, who wish to make a complaint about Positive Futures.

We want people to tell us when they are unhappy about our services so that we can make any changes needed and **develop and improve our approach**.



What is a complaint?

A complaint is defined as “an expression of dissatisfaction that requires a response”. In Positive Futures this applies to any services we provide.

Making a complaint to Positive Futures

We want to address any issues quickly and hope your concerns can be resolved by speaking with a member of staff.

If you want to make a formal complaint, we will work to resolve your concern in line with our Complaints Policy and Procedure.

We encourage you to put any complaint in writing to us. You can make a complaint to Positive Futures by:

Email complaints@positive-futures.net

Post The Executive Director,
Nesta Business Centre, Glencullen House,
Kylemore Road, Dublin 10, D10 K729

Phone 042 942 8079 or your local service office

Or **Speak to a member of staff.**

How we will handle your complaint

We will let you know we received your complaint within 5 working days and name the person dealing with your complaint. We will investigate your complaint and respond within 30 working days from when we received it. We will try to deal with minor matters right away.

A person, who is not involved in the issue you are raising, will investigate your concerns. We will involve you, where possible, in decisions about how your complaint is handled.

You can change your mind and withdraw your complaint at any time – when this happens, we may still decide to look into it.

We will tell you the outcome of the investigation and try to find a solution that you and Positive Futures are happy with. If you aren't happy with our process, you can ask us to review how we handled your complaint. You can also contact the external bodies opposite.



Making a complaint to an external body

For people supported by some Positive Futures services, there are also external bodies or people who can receive complaints about our services.

Health Service Executive

If your Positive Futures support was arranged through the Health Service Executive, you may wish to complain to the Health Service Executive.

HIQA

HIQA is the regulator for Positive Futures' services which are Designated Centres. While HIQA does not investigate complaints, and generally recommend you contact Positive Futures first about your concerns, HIQA may intervene if there is a possible breach of regulations or national standards.

Elected representative

You may also choose to raise concerns through an elected representative, for example, a TD.

The Ombudsman or Ombudsman for Children

The Ombudsman / Ombudsman for Children can also deal with complaints that are being provided on behalf of a public body – in Positive Futures, this means a service commissioned by the Health Service Executive. The Ombudsman / Ombudsman for Children generally recommend you contact Positive Futures first about your concerns, however, in exceptional circumstances, the Ombudsman may accept a complaint before you have completed Positive Futures' internal complaints process.

Contact details for the Health Service Executive

Telephone: LoCall 1890 424 555

Email: yoursay@hse.ie

Or, you can contact the HSE's Confidential Recipient for Vulnerable Persons:

Leigh Gath
Confidential Recipient for Vulnerable Persons
HSE Vocational Training Centre
Dooradoyle
Limerick

Tel: 1890 100 014 / 087 665 7269

Email: leigh.gath@crhealth.ie

Contact details for other agencies

Health Information and Quality Authority

George's Court, George's Lane,
Smithfield, Dublin 7

T: 021 246 9646

E: concerns@hiqa.ie

The Office of the Ombudsman

6 Earlsfort Terrace, Dublin 2, D02 W773

T: 01 639 5600

E: info@ombudsman.ie

www.ombudsman.ie

The Ombudsman for Children's Office

Millennium House,
52-56 Great Strand Street, Dublin 1

T: 1800 20 20 40

www.oco.ie

National Advocacy Service for People with Disabilities

National Office, Level 3 Rear Unit,
Marshalsea Court, Merchant's Quay,
Dublin 8

T: 0761 07 3000

E: info@advocacy.ie

"We listen to those we support. They're the experts in what they need for a better life."

"We treat everyone as an individual. We don't do one size fits all."

Find us on Twitter and Facebook

Mention us to your friends – the more followers we have on social media, the more we can spread the word about the services we offer for the people we support and the good news about the difference we are making to the people we support and their families across Ireland.

Join the conversation:

If you have a Twitter account, you can follow us @PFTweetsIE or find us at twitter.com/PFTweetsIE

Or find us on Facebook:
facebook.com/positivefuturesIE



POSITIVE FUTURES

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