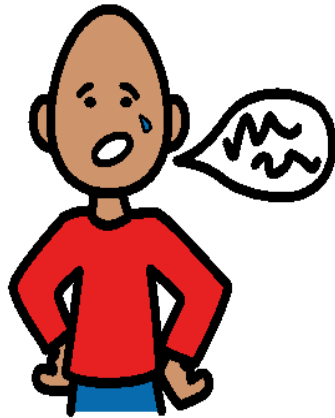


# PEAMOUNT'S ACCESSIBLE Complaints Policy

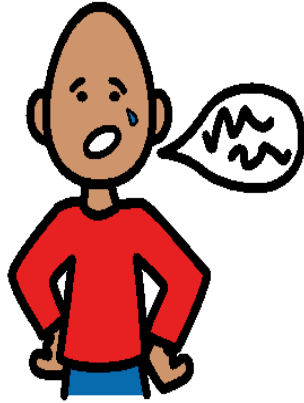


# Complaints Policy



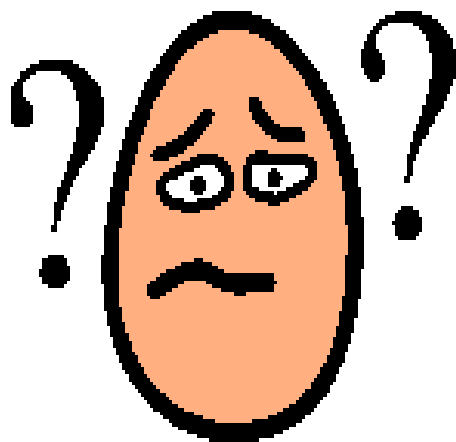
**This policy tells  
you how to  
make a  
complaint**

## What is a complaint?



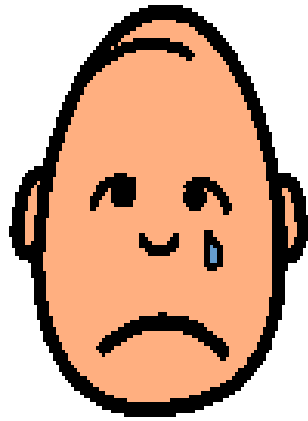
**A COMPLAINT IS  
WHEN YOU  
TELL  
SOMEBODY  
ABOUT THINGS  
THAT YOU ARE  
UNHAPPY  
ABOUT**

## What is a complaint?



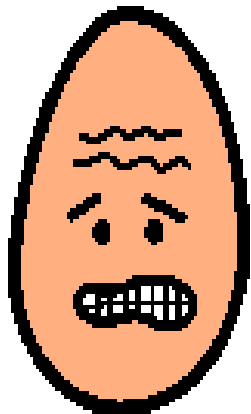
**A COMPLAINT IS  
WHEN YOU  
HAVE A  
PROBLEM**

## WHAT IS A COMPLAINT?



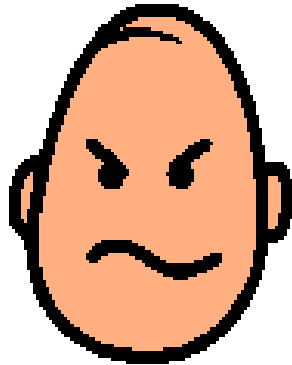
YOUR PROBLEM  
MIGHT MAKE  
YOU FEEL SAD

## WHAT IS A COMPLAINT?



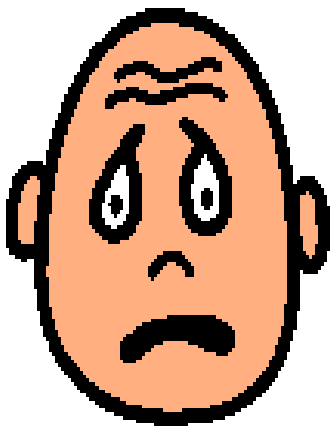
YOUR PROBLEM  
MIGHT MAKE  
YOU FEEL  
WORRIED

## WHAT IS A COMPLAINT?



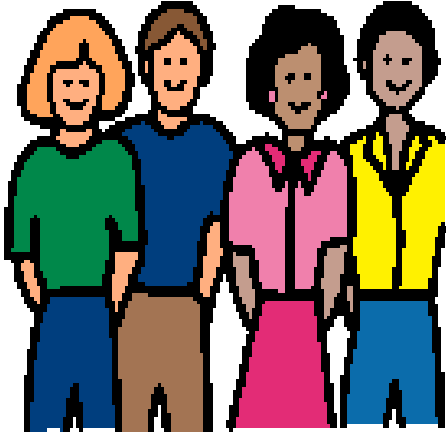
YOUR PROBLEM  
MIGHT MAKE  
YOU FEEL  
ANGRY

## WHAT IS A COMPLAINT?



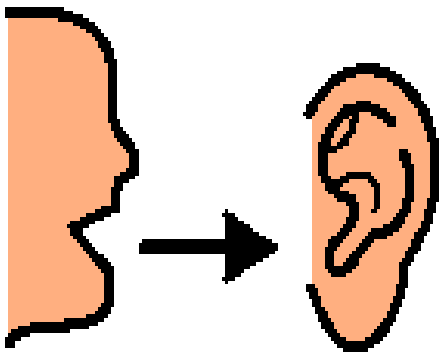
YOUR PROBLEM  
MIGHT MAKE  
YOU FEEL  
AFRAID

## WHO CAN MAKE A COMPLAINT?



ANY PERSON WHO  
IS OR HAS BEEN  
CARED FOR BY  
PEAMOUNT  
INCLUDING ANY  
VISITORS,  
FAMILY OR FRIENDS

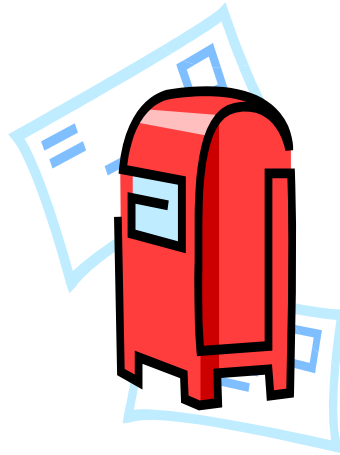
## HOW CAN A COMPLAINT BE MADE



IF YOU ARE UNABLE  
TO MAKE A  
COMPLAINT  
SOMEBODY ELSE  
CAN HELP YOU  
(EG. STAFF, FAMILY  
MEMBER, FRIEND,  
ADVOCATE)

## HOW CAN A COMPLAINT BE MADE?

- YOU CAN POST YOUR COMPLAINT IN THE COMMENTS BOX LOCATED NEAR THE ENTRANCE DOOR TO ST. BRID'S



## HOW CAN A COMPLAINT BE MADE?

- YOU CAN COMPLAIN TO THE COMPLAINT'S OFFICER, EMMA IN PERSON, IN WRITING OR BY PHONE
- EXT 308



EMMA EXT: 308



## WHO CAN HELP YOU MAKE A COMPLAINT?



**YOU CAN TELL  
ANY STAFF  
WHO WORKS  
IN PEAMOUNT  
IF YOU HAVE A  
PROBLEM**

## WHO CAN HELP YOU MAKE A COMPLAINT?

**THE NATIONAL ADVOCACY SERVICE IS AN  
EXAMPLE OF SOMEBODY WHO CAN HELP  
YOU MAKE YOUR COMPLAINT IN PERSON  
OR IN WRITING.**



**Advocacy Service:  
Tel: 076-1073000**

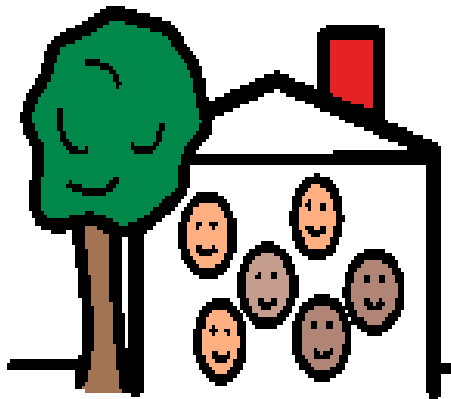


## WHAT HAPPENS NEXT

- IF YOU MAKE A VERBAL COMPLAINT IT WILL BE ACKNOWLEDGED IMMEDIATELY.
- A WRITTEN COMPLAINT WILL BE ACKNOWLEDGED BY THE COMPLAINTS OFFICER IN WRITING

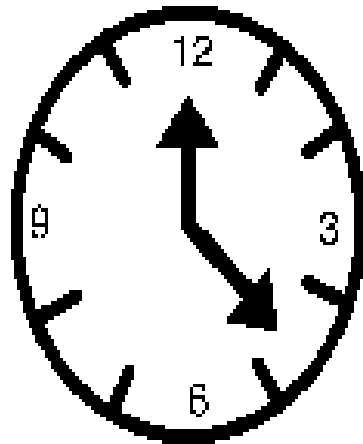


## WHAT HAPPENS NEXT



A MEETING  
WILL BE  
ORGANISED  
WITH YOU TO  
TRY AND  
SOLVE YOUR  
PROBLEM.

## WHEN SHOULD A COMPLAINT BE MADE



**YOUR PROBLEM SHOULD BE REPORTED AS SOON AS POSSIBLE WITHIN 12 MONTHS**

## CONFIDENTIALITY



- THE STAFF, ADVOCATE OR COMPLAINTS OFFICER WILL TALK TO YOU ABOUT OTHER PEOPLE WHO NEED TO KNOW WHAT IS HAPPENING. YOUR COMPLAINT IS PRIVATE AND WILL ONLY BE SHARED WITH RELEVANT PEOPLE WITH YOUR CONSENT.