# Complaint form

**Your details:**

Your full name:

Your Address:

Telephone No:

Email:

**Your complaint:**

 **Is this the first time you have raised this issue? Yes:\_\_\_\_\_\_\_\_\_\_\_\_ No:\_\_\_\_\_\_\_\_\_\_\_\_\_**

## HOW TO MAKE A COMPLAINT



Complaint Guide

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**Sophia is committed to providing an efficient and courteous service to all people engaging with Sophia services.**

**We welcome all comments and complaints about our services.**

25 Cork Street

Dublin 8

01 4738300

info@sophia.ie

Head Office

25 Cork Street

Dublin 8

If no, who have you complained to so far and what happened?

**Your signature:**

**Sign: Date:**

**Please return this form to:** **info@sophia.ie**

## THANK YOU FOR YOUR FEEDBACK

**Office use only** Complaint received by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**HOW TO MAKE A COMPLAINT**

# What is a complaint?

A “complaint” means that you are claiming that actions of the organisation are not matching with fair or sound administrative practice and are adversely affects the person by whom or on whose behalf the com- plaint is made.

# What types of things can complaints be made about?

1. Accommodation issues
2. Anti-Social Behaviour
3. Delivery/Quality of Service
4. Access to Services
5. Discrimination
6. Confidentiality
7. Health and Safety
8. Conflict with staff members
9. Issues with Nurturing Centre

# Who can make a complaint?

* + Sophia Residents
	+ Parents of children attending

Sophia Nurturing Centre’s

* + Members of the public

# What ways can a complaint

## be made?

Sophia has two procedures for dealing with complaints, informal and formal. You can be supported by a staff member if you feel unable to make a complaint by yourself.

# Informal

Sophia aims for complaints, if possible, to be resolved at an informal level. Sophia believes that the earlier a complaint is addressed the more easily it can be re- solved.

To make an informal complaint you can try to speak directly with the person in- volved, if safe to do so, report maintenance concerns to a staff member or talk to the project manager to discuss an issue.

# Formal

Complaints can be made verbally, via email or in writing using the complaints form. A copy of this form is printed on this guide.

# I have made a complaint what

**happens next?**

If you have sent a written complaint to a manager, they will respond to you within 5 days to acknowledge receipt of your complaint. The manager will investigate the issues raised in the complaint. The manager will aim to have the investigation completed in 30 days and will contact you within this time to update you. They will keep in touch until the issue is resolved.

# Four Stages

Sophia uses a four-stage method to try to resolve complaints.

**Stage one**—Managers and staff try and resolve a complaint within 5 days.

**Stage two**—if you are not satisfied with the outcome of stage one you can go directly to the Head of Services who will try to resolve the issue in 10 working days.

**Stage Three**– You can contact the C.E.O (at the address below), who will try to resolve the issue in 10 working days.

**Stage Four**—You can bring your complaint to the Ombudsman or Ombudsman for Children.

# Where can I get more information?

Speak with a staff member who can guide you further.

Head Office 25 Cork Street

Dublin 8

info@sophia.ie