



Daughters of Charity
Child and Family Service

Do You have a Complaint?

The Daughters of Charity Child and Family Service is committed to providing a quality service and we hope that you and your family get the best possible service within the resources available to us.

It is very important to us if you have a complaint about our Service that we know about it.

If you make a complaint, you will be listened to and every attempt will be made to resolve the issue. Formal complaints will be investigated and you will get an official response to your complaint in writing.

Informal Complaints

If you wish to make a complaint about any aspect of the service received, you should ask to see the Centre Manager in the first instance, or telephone to make an appointment. The Centre Manager will be happy to discuss your complaint with you and work towards a resolution.

If you are not satisfied with the outcome of the meeting you can contact a Senior Manager on (01) 8425100.

If your complaint is about the Centre Manager, you should telephone our Management Office (01) 8425100 and ask to make an appointment.

Formal Complaints

If you are still not satisfied, the formal complaint process can begin. You should complete this complaint form and post it to the complaints officer at the address below, who will investigate your complaint and will reply to you in writing. If you have difficulty completing the complaint form, we will be happy to assist you in processing your complaint.

**Complaints Officer
Daughters of Charity Child and
Family Service,
Management Office,
First Floor,
T. O'Reilly Building,
Swords Road,
Santry,
Dublin 9.**

If you are not satisfied with the outcome of the formal complaint, an in house appeal can be made to the Director of Services at the above address.



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COMPLAINT FORM

Please write in **BLOCK PRINT**

Surname: _____

Forename(s): _____

Address: _____

Tel No: _____

Mobile: _____

Email: _____

At which centre did you receive a service?

Have you already raised the complaint informally?

Yes

No

If YES, please state staff dealt with and the date concern was raised?

Please outline the details of your complaint, providing dates, times, etc. You can add additional pages if necessary.

I certify that the above information is true.

Signed: _____

Date: _____

For Official Use Only

Date Received:

Manager's Signature:

Date: _____

Senior Manager's Signature:

Date: _____

Complaints Officer Signature:

Date: _____

Director of Services Signature :

(Only in cases of appeals)

Date: _____