

Complaints Policy

EmployAbility Service Wicklow believes that it is essential to ensure there is an accessible and effective complaint process available for all service users and stakeholders.

EmployAbility Service Wicklow's complaint procedure provides:

- **Commitment** at all levels of the organisation.
- **Fairness** to all concerned, including the complainant, the organisation and the person complained about.
- **Accessibility.** There are flexible methods of making complaints with assistance available to complainants as necessary. This element is particularly important for a system dealing with people who may not be empowered to make a complaint (see How to make a complaint below)
- **Responsiveness.** The process can provide full, impartial, and timely investigation of all aspects of the complaint and provide fair and reasonable remedies where warranted.
- **Effectiveness.** The mechanism is able to address individual complaints and it uses the information collected to improve overall service delivery and to address systemic and recurring problems.

How do I make a Complaint to EmployAbility Service Wicklow

There are 5 options available to make a complaint:

1. Talk to your Job Coach
2. Talk to the Coordinator if your complaint or comment relates to your Job Coach
3. Request a Client Complaint Form from your Job Coach or from the Coordinator or download it from our website click here: www.employabilitywicklow.ie
4. Write to us at our address shown below:
Programme Coordinator
EmployAbility Service Wicklow,
The Maltings
The Mill Building
Bray
County Wicklow
5. Email info@employabilitywicklow.ie or phone 01 211 6427

What happens next?

In all cases your complaint will be acknowledged within 7 working days.

If your complaint involves your Job Coach you will have an opportunity to discuss your concerns with the Coordinator.

We hope to provide you with a response within a further 10 days or, if this is not possible, you will be advised when a response will be given, and why we are unable to fully respond at that time.

If you remain unhappy, you have the right to have the complaint considered by a member of the Board of Directors. If this is the case the Coordinator will arrange for you to take your complaint to a designated member of the Board.

All complaints will remain on file for 1 year or as long as is legally required

Complaints Procedure

- All complaints received – either verbal, written, by phone or e-mail will be recorded by a member of staff or, if staff related it will be referred to Co-ordinator
- A report will be prepared by the staff member and/or the Co-ordinator
- The staff member receiving the complaint will attempt to resolve the issue and will keep the Co-ordinator informed at all stages
- If unsuccessful, the staff member will request support / action by the Co-ordinator
- Having heard both sides, the Co-ordinator will suggest a course of action aimed at bringing about a satisfactory resolution
- Both sides will be informed of proposed course of action.
- If agreeable to both sides the proposed action will be implemented, and the situation monitored
- If not successfully resolved the complaint will be referred to the Board in order to reach a satisfactory resolution to the problem
- The Complainant will be advised of the decision reached and actions to be undertaken
- Procedures will be evaluated and updated where necessary, in light of the outcome
- The Complainant will be advised of the outcome

COMPLAINT FORM

Name of Complainant	
Address:	
Contact details – phone or email	
Date of complaint	

Please describe in detail the nature of your complaint

For official use only

Date complaint was received:
Name of staff member taking the complaint:
Name of person investigating the complaint

Result of investigation

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Actions taken

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Date complainant was contacted with the results of the investigation and actions taken

Date:

Signature of Coordinator	
Date	