



Galway City Partnership Complaints Policy

Galway City Partnership is committed to providing all clients with the highest standard of professional service. We will always strive to provide our clients with a welcoming and supportive environment where they receive the information, support and guidance they require.

The scope of this policy relates to complaints from those who use our services or are responsible for those who use our services.

While every effort will always be made to meet the required standards, there may be instances when those who use our service, or are responsible for those that use the service, may not always feel satisfied with the type, level or quality of the service that is provided.

Galway City Partnership are committed to providing a clear and responsive process for complaints to be submitted and acted upon, and this policy will provide the details on how that can be achieved.

Under this policy, we are committed to ensuring that:

- All complaints will be accepted and processed irrespective of the nature of the complaint or who the person making the complaint is.
- The procedure for submitting a complaint will be clear and easy to complete.
- All complaints will be dealt with confidentiality, sensitively and appropriately to ensure that the standard of service provided is maintained at a high level.
- We will endeavour to learn from complaints, use them to improve our service and to annually review our complaints policy and procedures.
- All complaints will be acknowledged in writing within 10 working days of receipt and will be processed and responded, detailing the outcome, within 20 working days. Where the processing has not been concluded within 20 working days, we will write to you to inform you of the progress and the expected timeline for resolution.

Complaints Procedure

Should you have a complaint that you wish to raise with us please the following procedure below.

Stage 1: Informal Resolution:

Where practical and depending on the seriousness of the matter, you can raise your concern in-person with the staff member you have been dealing with. or request to speak with the relevant manager responsible for the area that you wish to register a complaint about.

Stage 2: Submitting a Complaint:

If the complaint remains unresolved, or the informal process is not appropriate for the matter you wish to raise, the following options are available to submit your complaint:

- You can submit your Complaint using the Complaint Form or you can submit a written Complaint
- You can request a Complaint Form from the staff member you are dealing with, and once the form is completed, you can request that the form is forwarded to the relevant member of staff.
- If you wish to send a written Complaint or the Complaint Form via post, please send to:
Complaints
Galway City Partnership
3 The Plaza Offices
Headford Road
Galway, H91KC6V - or via email to complaints@gcp.ie
- You can request that a Complaint Form be forwarded to you via email and once you have completed the form, you can return it to complaintes@gcp.ie and it will be forwarded to the relevant member of staff.
- You can also visit our website – www.gcp.ie - follow the link to Complaints, where you can complete an online form that will be forwarded to the relevant manager.
- If you wish to make a formal complaint in person, or if you require any assistance with completing the complaints form, an independent member of staff will be assigned to assist you. Please advise the member of staff you are dealing with or contact reception at Galway City Partnership on 091-773466 to make the required arrangements.
- If you wish to pursue your complaint through the Irish language, please contact our office and this will be catered for.
- When submitting the complaint, please provide as much detail as possible that is relevant to the complaint, including (if applicable) dates, times, name of persons involved or witnesses if it relates to an incident and attach any relevant documentation.

Complaints not in scope of this process:

- If there is good reason to believe that the nature of the complaint has Child Safeguarding implications, the Designated Liaison Person must be informed, and they will follow the procedure set out in the Child Protection Welfare and Safeguarding Policy.
- If there is good reason to believe that the nature of the complaint has Adult Safeguarding implications it will necessitate contacting the HSE Safeguarding and Protection Teams
- If any person involved in the complaint has good reason to believe that a criminal offence has been committed, they should contact An Garda Síochána immediately.

Stage 3: Next Steps / Processing

Acknowledgment:

- Upon receipt of a formal complaint, a letter of acknowledgement will be sent to you within 10 working days, advising of what steps will be taken and when a response can be expected.
- Depending on the nature/level of any investigation that is required, we will aim to have a response issued within 20 working days, and should there be an expected delay, this will be communicated via letter, explaining the reasons for the delay and expected timeline for a resolution.

Investigations:

Depending on the nature of the complaint, an investigation will be carried out by the appropriate staff member or manager.

These investigations may include:

- Interviews with all persons concerned
- Minute taking of all meetings
- Individuals being informed that they may have an appropriate individual present with them during the investigation
- Where the staff member investigating finds grounds for the complaint, they may contact the person making the complaint to request further details or clarity on the information already provided.
- When appropriate, the staff member may arrange to meet the person who made the complaint and any other relevant individuals, such as members of staff, to discuss the complaint. They will judge if it is best for all parties to meet together or if separate meetings are more appropriate.

The person making the complaint will be notified of the progress of the investigation on an ongoing and regular basis by the staff member conducting the investigation in writing, either by email or letter.

Where the complaint is upheld or partially upheld, a recommendation/s will be made in respect of resolving the matter and where possible a timeframe indicated for implementation.

Where no grounds for a complaint are found, the person making the complaint will be notified and information detailing the steps to request a review will be provided – detailed in section 4.

Where a complaint concerns a member of staff, we will address the situation with due regard to our obligations as an employer and the rights of the employee.

Stage 4: Communication of the Response / Outcomes

A formal response to the complaint will be sent by the investigating staff member to the person who made the complaint and copied to all relevant parties where appropriate.

Review:

If, at the conclusion of the above process, those who made a complaint is dissatisfied with the response, they can appeal the decision by writing to the CEO at Linda@gcp.ie

Stage 5: Recording of Complaints and Confidentiality

Records of complaints will be kept in the Complaints Records File within Galway City Partnership. Where a complaint involves a Child Protection concern, the Galway City Partnership Child Safeguarding Complaints Policy will apply. Where a complaint involves an allegation of a breach of a person's rights and/or a criminal action or behaviour, the appropriate authorities will be informed.

The record of the complaint will be kept for 7 years from the date on which the complaint has been dealt with (This period may vary depending on other legal requirements).

The record will include:

- The name of the complainant
- The date, time and how the complaint was received
- The name of the person who received the complaint
- The nature and details of the complaint
- The name of the person responsible for investigating the complaint
- Details of the investigation carried out, including:
 - o Specific meetings held with the person making the complaint (if any) and minutes of any such meetings. if applicable
 - o Timelines of the investigation of the complaint
- The manner in which the complaint was dealt with, including:
 - o Notification of the outcome of the investigation to the complainant
 - o Any local resolution implemented
- Details of any corrective or preventive actions to resolve the complaint
- Copies of any correspondence sent to, or received by, the person making the complaint, including correspondence regarding the progress and the outcome of the complaint
- Whether the action taken to resolve the complaint was accepted
- Details of any changes to practice or policy.

Only authorised members of staff may access the Complaints Records File. For more information regarding your rights and how your data is protected, please refer to GCP's Data Protection Policy and General Privacy Notice at www.gcp.ie

This policy has been reviewed and approved by the Board of Galway City Partnership.

Signed by CEO, Galway City Partnership Date: ____/____/____