

A Complaint is:

Letting someone know that I am not happy about something.

Who Can Complain?

Me



My Family



A Person I trust to help me



If I make a Complaint:



I will be listened to and treated fairly

I will be given help, immediately if needed

My complaint will be addressed as quickly as possible

It's ok to make a complaint I am unsure about. It is not ok to make a complaint that I know is not true. This is called a "vexatious complaint".

How I can Complain:

I can talk to my keyworker or any member of staff



or

I can put my "I'm unhappy about something" card in the Complaints Box outside Joan's office. Joan will read the card and talk to me



or

I can talk to one of Windmills Complaints Officers

Joan



or



Linda

Windmill Complaints Policy

What will happen when I make a complaint:

My keyworker or Joan or Linda will help me sort it out if they can. This may include talking to other people.

If I make a complaint that I know is not true I will be held responsible for that complaint.

Some complaints that are difficult to sort out by Windmill staff or Joan or Linda, may be taken to the Board of Management. Joan or Linda will tell me what is happening about my complaint.



If I or my family are still unhappy, or if the complaint involves anything that is against the law, Windmill can help me/ us take my complaint to the HSE or the Gardaí.



I can also make a complaint to Leigh Gath, Confidential Recipient for Vulnerable Persons, Training Services Centre, Dooradoyle, Limerick or telephone: 1890 100 014 or Mobile: 085 6657269.

MAKING A COMPLAINT IN WINDMILL



This version was compiled by Windmill Self-Advocacy Committee, January 2016