

# Complaints Procedure for Service Users

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Carr's Child and Family Services is committed to ensuring that all our communications and dealings with children, parents, professionals, neighbours, and our funders are of the highest possible standard. We listen and respond to the views of all people who use our services, so that we can continue to improve.

Carr's Child and Family Services welcomes both positive and negative feedback. Therefore, we aim to ensure that:

- it is as easy as possible to make a complaint;
- we treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response;
- we treat it seriously whether it is made by telephone, letter, fax, email or in person;
- we deal with it quickly and politely;
- we respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken etc;
- we learn from complaints, use them to improve, and monitor them at our services.

## **What to do if you have feedback**

If you do have a complaint about any aspect of our work, you can contact the manager of the service in writing, by email or by telephone.

Phone: 014971519 email: [info@carrschildandfamilyservices.ie](mailto:info@carrschildandfamilyservices.ie) Address: 5 Northbrook Road, Ranelagh, Dublin 6, D06HP28.

In the first instance, your complaint will be dealt with by the manager of the service you are not happy with. Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details. If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 7 days and do everything we can to resolve it within 21 days. If this is not possible, we will explain why and provide a new deadline.

## **What if the complaint is not resolved?**

If you are not happy with our response, you may get in touch again by writing to the CEO of Carr's Child and Family Services. The CEO will ensure that your appeal is considered and will respond following this consideration.

## **If you have feedback or a complaint – Step Two**

### **Tusla- Child and Family Agency**

Ideally you should address your complaint to Carr's Child and Family Services as outlined above. You may however at any stage make your complaint to Tusla -Child and Family Agency who oversee our governance compliance. If you wish to contact them regarding a concern, you can check their website [www.Tusla.ie](http://www.Tusla.ie)