St. Margaret's Network

Independence, Autonomy, Self-direction

How I Can Make a Complaint

July 2026

Contents:

Page – 2 .....What is a Complaint

Page – 2… .....When to make a Complaint

Page – 3… .....How to make a Complaint

Page – 5… .....How will my Complaint be handled by St Margaret's

Page – 6… .....When a Complaint is Not True

Page – 6… .....How long will it take to resolve my Complaint

Page – 7… .....Who will keep me informed

Page – 7… .....What might happen at the end of the Complaints Process

Page – 9… .....If I am not happy with the Outcome

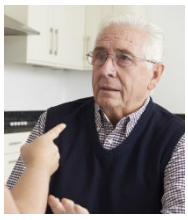
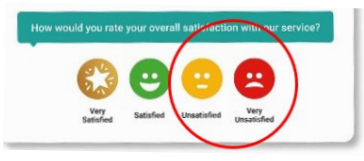
Page – 10… .....If I am not happy with the End Result

What is a Complaint?

	A Complaint is anything that I feel is wrong and that I want to see changed.

When to make a Complaint

I might want to make a Complaint if:

	Someone says something to me that I do not like and I do not want them to say it again.
	Someone does something to me that I do not like and I do not want it to happen again.
	I feel the way a staff member treated me was not fair.
	I feel I am not getting the service I need from St Margaret's.

How do I make a Complaint?

<table>
<tr>
<td>

 </td>
<td>I can talk to any member of staff.

They will tell the Team Leader or Person in Charge or who will try to resolve it with me informally.

If they cannot resolve it, they will support me to write it down and give it to the Complaints Officer.</td>
</tr>
<tr>
<td>

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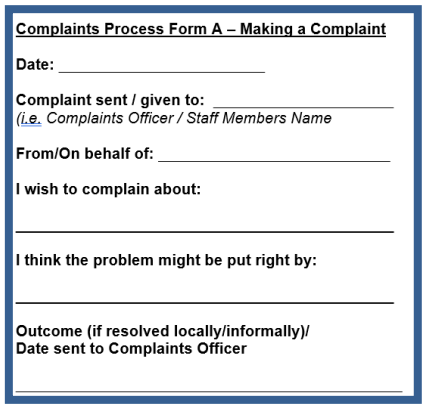
<td>I can talk to any Team Leader, Manager, or the Person in Charge. I can also ring them on: 01 217 5400 or on the transition phone: 087 335 4857.

They may be able to support me to resolve my complaint. If they cannot resolve it, they will support me to write it down and give it to the Complaints Officer.</td>
</tr>
</table>



Complaints Process Form A – Making a Complaint

Date: _____

Complaint sent / given to: _____
(i.e. Complaints Officer / Staff Members Name

From/On behalf of: _____

I wish to complain about:

_____

I think the problem might be put right by:

_____

Outcome (if resolved locally/informally)/
Date sent to Complaints Officer

_____

I can **use the Complaint Form A** which is in the Complaints Policy. I can fill this in on my own or staff can support me to write down my complaint.

I can **talk to Karen Devane**. She is the Complaints Officer who will support me to resolve my complaint.

I can ring her on 01-2175400; or

I can email her at complaints@irl-iasd.ie

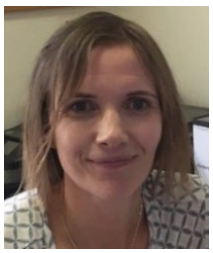
I can also make a complaint to:

- **The National Advocacy Service**
  Telephone 076 1073 000. Email info@advocacy.ie

- **The Office of the Ombudsman**
  Telephone 1890 223 030
  Email ombudsman@ombudsman.gov.ie

	• **Gráinne Cunningham-O'Brien,** **National Confidential Recipient** Telephone 087 665 7269 Email grainne.cunningham@crhealth.ie

How will my Complaint be handled by St Margaret's?

	My complaint will be taken seriously.
    	❖ **STAGE 1** The **Team Leader / Manager / Person in Charge** will listen to my complaint and, if they can, they will support me with it. ❖ **STAGE 2** If they cannot support me with my complaint they will pass it on to the **Complaints Officer** – this is Stage 2 of the Complaints Process.

	The Complaints Officer will screen my complaint with the Complaints Investigator who will investigate the complaint if necessary.
	St Margaret's will try to get me the result I am satisfied with.

What will happen if I make a complaint that I know is not true?

	If I make a complaint that I know is not true and could hurt someone else, the **Manager or Person in Charge** may need to pass the complaint to the CEO.

How long will it take to resolve my Complaint?

	St Margaret's will support me with my complaint as soon as possible. It may take up to 30 days or longer to sort it out.

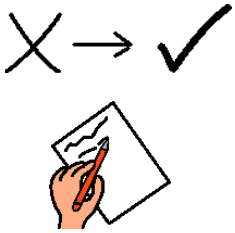
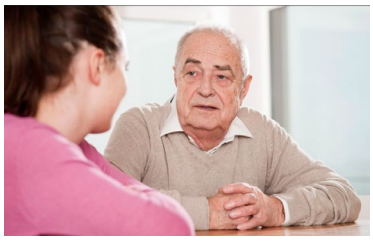
Who will keep me informed of what is happening with my Complaint?

	The person dealing with my complaint will keep me informed about what is happening.
	The person dealing with my complaint will tell me what the end result is.

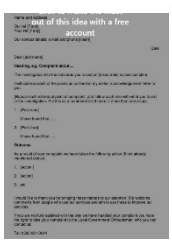
What might happen at the end of the Complaints Process?

If my complaint is Upheld:

	I may get an apology.
	I may get an explanation in writing.

	St Margaret's might have to say that they were at fault.
	St Margaret's might have to make changes on something.
	St Margaret's might have to make sure that the records they have on me are corrected.
	St Margaret's might have to change the way they do things.

If my complaint is Not Upheld:

	I will receive a letter with the outcome and explanation.

	Someone will meet with me to go through the complaint and the outcome.
	Someone will explain what I can do next if I am not happy with this outcome.

What if I am not happy with the outcome of my complaint?

❖ STAGE 3

I can complete Complaints Form B and send it to the CEO. I can ask any **Team Leader / Manager / Person in Charge** to support me in doing this.

I can post it to Chief Executive, B3, Nutgrove Office Park, Dublin 14, D14 YK10;

Or

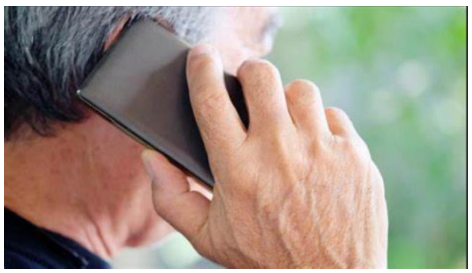
I can email it to breda.oneill@irl-iasd.ie

❖ STAGE 4: Independent Review

If I Am Not Happy

What do I do if I am not happy with the end result of my Complaint?

Ring or email the Office of the Ombudsman



OFFICE OF THE OMBUDSMAN
Telephone No: **01 639 5600**
Email:complaints@ombudsman.ie

I have 30 days to do this once I find out from St Margaret's what the end result is.

COMPLAINTS

ARE YOU WORRIED, CONCERNED OR UNHAPPY ABOUT SOMETHING IN THE SERVICE?

IF SO, PLEASE LET US KNOW. YOU CAN:

1

Talk to
ANY MEMBER OF STAFF

They will forward your complaint to the Team Leader who may be abe to help resolve it with you or support you to put it in writing.

2

Talk to
ANY TEAM LEADER/ MANAGER / PERSON IN CHARGE

They may be able to help you resolve the matter. If not, they will support you to write your complaint and send to the Complaints Officer.

Call them on:
01-2175400;
or
the transition phone
087 335 4857

3

Talk to
THE COMPLAINTS OFFICER

Karen Devane is the Complaints Officer who will ensure your complaint is addressed.

Call her on: 01-2175400

Email her at:

complaints@irl-iasd.ie

4

Ask a member of staff to help you make contact with the
NATIONAL ADVOCACY SERVICE
Telephone No: **076 1073 000**
Email: info@advocacy.ie

5

Ask a member of staff to help you make contact with the
OFFICE OF THE OMBUDSMAN
Telephone No: **01 639 5600**
Email:complaints@ombudsman.ie

6

Ask a member of staff to help you make contact with
GRÁINNE CUNNINGHAM-O'BRIEN
Telephone No: **087 665 7269**
Email: grainne.cunningham@crhealth.ie

St. Margaret's Network
Independence, Autonomy, Self-direction

YOUR SERVICE, YOUR SAY