



# Sunbeam House Services Complaints Policy

## Client Handbook “I am not happy”

Policy Name	Department No.	Policy No.	Version No.	Full Policy No.	Policy Owner	Effective Date	Review Date	Page	CEO Approval
Easy to Read Complaints Policy – I’m Not Happy Complaints Client Handbook	017	077	7.0	017.077.7.0	QCT Manager	27 June 2023	27 June 2026	Page 1 of 8	<i>James Conman</i>



## What is a complaint?



A complaint is when you are not happy about something and want answers.

It might make you feel sad, angry, or worried.

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# What to do if you have a problem or are not happy about something?

Talk to someone you trust - friends, family, key worker, or the manager.

All SHS staff will listen to your complaint and pass it to the right person.



## How to make a complaint?

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## Communicate



## What will happen next?

The staff or manager will talk with you and make a plan.

They might need to talk to other people.

Some things take time, but you will get updates.



## Where can I find contact details?

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Each location has a poster with a picture of the Manager and Deputy manager as the Local Complaint Officers on top.

On the bottom is the Organisational Compliments and Complaints Officer picture.

All contact details are available on this poster.

## Why is it important to tell us when you are not happy?

So we know when we get things wrong and how to make things right.

Complaints can help to make things better for everyone.

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## Who else can help me?

### Confidential Recipient

The Confidential Recipient is a person who acts as a voice and advocate for vulnerable people with a disability.

**Email:** [cr.office@crhealth.ie](mailto:cr.office@crhealth.ie)

**Phone:** 087 6657269

The National Advocacy Service (NAS) is an organisation which helps adults with disabilities.

**Email:** [info@advocacy.ie](mailto:info@advocacy.ie)

**Phone:** 0818 07 3000

**Website:** [www.advocacy.ie](http://www.advocacy.ie)



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We examine complaints relating to public services in Ireland.

**Email:** [ombudsman@ombudsman.ie](mailto:ombudsman@ombudsman.ie)

**Phone:** 01 369 5600

**Website:** [www.ombudsman.ie](http://www.ombudsman.ie)

## Compliments – Why are these important?

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AS WELL AS WANTING TO KNOW WHEN WE ARE DOING THINGS WRONG, WE WANT TO KNOW WHEN WE ARE DOING IT RIGHT.



IT LETS STAFF KNOW YOU APPRECIATE THE THINGS THAT ARE DONE WITH YOU.



IT BOOSTS CONFIDENCE AND MORAL IN THE TEAM.



ITS JUST NICE FOR STAFF TO HEAR 😊



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