



## **Co Wicklow Public Participation Network**

### **Complaints Procedure**

1. Responsibility for approval of policy	<i>Secretariat</i>
2. Responsibility for implementation	<i>Resource Worker, Secretariat, Host</i>
3. Responsibility for ensuring review	<i>Secretariat</i>
4. Date of Adoption	<i>Thursday 2<sup>nd</sup> December 2021</i>
5. Date for Review	

## Complaints Procedure

Co Wicklow Public Participation Network is committed to dealing effectively with any complaints you may have about our service.

### When to use this Complaints Procedure

When you complain to us, we will usually respond in the way we explain below.

Sometimes, you might be concerned about matters that are not decided by us (e.g., issues relating to your grant application or appeals to the Local Authority), and we will then advise you as best we can about how to make your concerns known.

### Principles

- To resolve all complaints in an informal basis with the person involved, if possible.
- Proceedings to be conducted honestly, fairly and without bias.
- Proceedings will not be unduly delayed.
- The person(s) against whom the complaint is made will have the opportunity and be given a reasonable time to put forward their side of the event/s before resolution is attempted.

### Process:

#### Informal Resolution

We believe it is best to deal with things as soon as possible and in the easiest and most direct way.

If you have a complaint, raise it with the person you are dealing with. He or she will try to resolve it for you there and then.

If the person you dealt with can't help, they will explain why, and you can then ask for your complaint to be formally investigated.

Time may be required to investigate a complaint, and up to five (5) working days will be allowed for this investigation.

If there are any lessons to learn from addressing your complaint, we will bring them to the Secretariat and/or the Plenary.

### **How to Complain Formally**

You can complain in any of the ways below:

- You can ask for a copy of our complaint form from the person with whom you are already in contact.
- You can use the form on our website.
- You can write a letter to us at the following address: c/o CEART, Crinion Park, Wicklow Town, Co Wicklow

### **What Should You Include in Your Complaint?**

State your name, contact details and preferred method of communication.

Briefly describe your complaint (including details of relevant dates and times) and how you have been affected.

If you have already raised this complaint, enter the details.

It will assist the Resource Worker if extra information and/or copies of relevant documents are attached to your complaint.

### **Dealing with Your Complaint**

We will formally acknowledge your complaint within a maximum of five (5) working days and let you know how we intend to deal with it.

We will deal with your complaint in an open and honest way. We will make sure that your interactions with us in the future do not suffer just because you have made a complaint.

**Investigation**

We will tell you who we have asked to investigate your complaint. If your complaint is straightforward, we will usually ask a member of staff to look into it and get back to you.

In some cases, if the complaint is serious, we may form a sub-group drawn from the Secretariat or ask someone from outside the PPN to investigate.

We will set out our understanding of your complaint and ask you to confirm that we have got it right.

The person(s) looking at your complaint will usually need to see the files we hold relevant to your complaint.

We will aim to resolve concerns as quickly as possible and expect to deal complaints within a maximum of 30 working days.

If your complaint is more complex, we will:

- Let you know within this time why we think it may take longer to investigate.
- Tell you how long we expect it to take.

The person who is investigating your concerns will aim first to establish the facts. The extent of this investigation will depend on how complex and how serious the issues you have raised are. In complex cases, we will draw up an investigation plan.

When investigating your complaint, we will look at relevant evidence. This could include files, notes of conversations, letters, emails or whatever may be relevant to your complaint. If necessary, we will talk to the staff or others involved and look at our policies and any guidance.

**Outcome**

If we formally investigate your complaint, we will let you know what we have found in keeping with your preferred form of communication.

**Confidentiality**

Your complaint will be dealt with in the strictest confidence and at all times in accordance with data protection legislation.

**What We Expect from You**

We believe that all complainants have the right to be heard, understood and respected. However, we also consider that our staff and volunteers have the same rights. We, therefore, expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands, or unreasonable persistence.

**Complaints Form**

**YOUR DETAILS**

Name:

---

Address:

---

---

Email Address:

---

Daytime Telephone: \_\_\_\_\_ Evening Number: \_\_\_\_\_

Please let us know how you prefer to be contacted:

---

**YOUR COMPLAINT**

What is your complaint (include details)

---

---

---

Describe how you have been affected

---

---

---

Have you already raised your complaint? If so, please give brief details of how, when and with whom you did so.

---

---

---

---

If you have any documents to support your concern/complaint, please attach them with this form.

Signature:

---

Date:

---

When you have completed this form, please send to: Resource Worker, Co. Wicklow PPN, c/o CEART, Crinion Park, Wicklow Town, Co Wicklow or email it to: [info@countywicklowppn.ie](mailto:info@countywicklowppn.ie)