
COMPLAINTS POLICY AND PROCEDURES

St Agnes' Community Centre for Music and the Arts

MAY 2023



St Agnes'
CCMA

Community Center for Music and the Arts
Ionad Pobail do Cheol agus na hEalaíona

Table of Contents

- 1. Complaints Policy page 2
- 2. Complaints Procedure page 4
- 3. Appeals Procedure page 5

Appendix 1

Complaints Record Form page 7

Version	Changes	Date
1.0		April 2020
1.1	BOD meeting	May 2023
1.2		
1.3		
1.4		

Complaints Policy

St Agnes' CCMA is committed to taking complaints seriously. It believes that if an individual wishes to make a complaint or register a concern they should find it easy to do so.

Purpose

This policy is intended to ensure that complaints are dealt with properly, addressed in a professional manner and that improvements are made as a result of complaints.

Scope

This policy covers all actions to be taken with respect to a complaint by a concerned individual. Concerned individuals can include: service users, members of the local community and concerned stakeholders (funders, external agencies, etc.).

A complaint by a member of staff is addressed through the grievance process outlined in the **St. Agnes' CCMA Staff Handbook**.

While all complaints need to be addressed, the scope of this policy is principally concerned with expressions of dissatisfaction for which the involvement of management would be necessary rather than informal feedback.

This policy forms part of the range of feedback and evaluation policies and procedures offered by St Agnes' CCMA.

Principles

It is St Agnes' CCMA's policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services.

All complaints will be acknowledged and the CCMA will endeavour to resolve the issue within a reasonable period of time.

St Agnes' CCMA supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted out at a local level between the complainant and the organisation.

All persons involved should be supported and given appropriate assistance throughout the process.

Investigation and communication will follow principles of natural justice and will respect all parties.

The complaints process is outlined on the St. Agnes' CCMA website.

All complaints will be properly recorded and documented in a consistent manner.

Completed Complaint records (Appendix 1) will be stored in accordance with the Data Protection Act and GDPR guidelines.

Complainants may wish to withdraw their complaint. However, St Agnes' CCMA may need to continue an investigation if the complaint is deemed significant enough and depending on the grounds for withdrawal.

Constructive Feedback

An opportunity to provide constructive feedback will be facilitated at the end of each academic year.

Who can complain?

- Anyone who is a member of St Agnes' CCMA organisation.
- An advocate may complain on the service user's behalf provided they have the service user's written consent.
- A parent / guardian may complain on behalf of a child who is a member.
- Anyone who is an organisational member of St Agnes' CCMA or who engages with us on social media, policy work etc.
- Any external stakeholder (funders, external agencies, etc.).
- A concerned individual can complain about any aspect of the service that has impacted on them or the organisation they represent in a way that they perceive to be negative.

What is a complaint

Complaint means a complaint made about any action of the Board of Directors or a CCMA service provider that—

- (a) it is claimed, does not accord with fair or sound administrative practice, and
- (b) adversely affects the person by whom or on whose behalf the complaint is made;

Complaints Procedure

Informal Complaint

If possible, 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 a member of staff. They will try to resolve it for you there and then. However, if this is not possible they will inform the the General Manager or Founder Director who may be able to deal with it immediately or if not will record the complaint and the complainants details and hope to investigate and resolve the issue with five working days.

Formal Complaint

All complainants must complete the *Complaints Form* available in the front office, or can contact the St. Agnes CCMA by letter, email or telephone. The complaint will be investigated by the General Manager.

Please contact: St. Agnes CCMA, Behind Scoil Úna Naofa, Armagh Road, Dublin 12.

Email: ccmahilda@gmail.com Telephone: 01 4562926

If the complaint is related to the General Manager, you should contact the Founder Director,

Sr. Bernadette Sweeney at the above telephone number or email

srbernadettesweeney@gmail.com

Formal complaint records will be stored according to the Data Protection Act GDPR guidelines.

Acknowledgement of complaints

Upon a complaint being received by or assigned to the complaints officer (including a referral under section 48(2) of the Health Act 2004), he or she shall notify, within 5 working days, the complainant, in writing, that the complaint has been so received or assigned and outline the steps that he or she proposes to take in investigating the complaint and the time limits for the completion of the investigation.

Appeals Process

Stage 1:

If one of the parties to the complaints process is not satisfied with the outcome of the investigation, a meeting will be set up with the Founder Director and if appropriate the Chairperson or Board Member within six weeks.

The decision of this committee will be communicated to the Board of Directors.

Stage 2: Formal Investigation Process

Unresolved complaints at Stage 1 may need to be referred to a Complaints Officer, appointed by the Board of Directors.

- More serious or complex matters may need to be addressed immediately under Stage 2.
- There may be a need for investigation and action(s) as appropriate
- The Complaints Officer must consider whether it would be practicable, having regard to the nature and the circumstance of the complaint, to seek the consent of the complainant and any other person to whom the complaint relates to finding an informal resolution of the complaint by the parties concerned.
- Where informal resolution was not successful or was deemed inappropriate, the Complaints Officer will initiate a formal investigation of the complaint.
- The Complaints Officer is responsible for carrying out the formal investigation of the and may draw on appropriate expertise, skills etc. as required.
Staff have an obligation to participate and support the investigation of any complaint where requested.
- At the end of the investigation, the Complaints Officer must write a report of their investigation and give a copy of the report to the complainant and the Board of Directors. The final report will include any recommendations needed to resolve the matter. The complaints officer will invite everyone involved to contact them with questions about any issues and will advise the complainant of their right to a review of the recommendations made by the complaints officer.

Stage 3:

Where the investigation at Stage 2 fails to resolve the complaint, the complainant may seek a review of their complaint or the complainant may seek an independent review of their complaint from, for example, the Ombudsman/Ombudsman for Children.

Complaints Management Procedure for Providers who have entered into a Service Agreement under Section 38 or 39 of the Health Act 2004.

Guideline Document for Voluntary Organisations

March 2018

APPENDIX 1: Complaint Record Form

Name of complainant

Address

.....

Telephone Email

Date of complaint

Nature of the complaint;

.....

Office use only

Who is handling the complaint?

Resolution Plan

.....

Outcome

.....
