
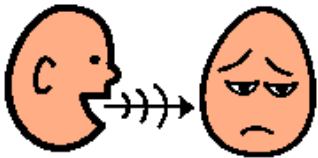





Resident's in St Catherine's can make a Complaint

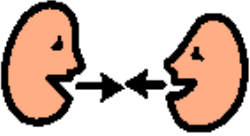

What is a Complaint?

	<p><u>A Complaint</u> is anything that I feel is wrong and that I want to see changed</p>
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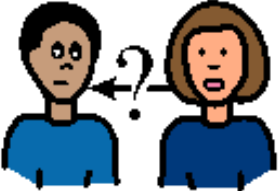

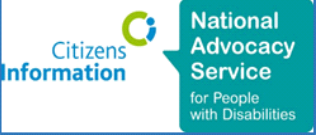
I might want to make a Complaint if:

	<p>Someone says something to me that I do not like and I do not want them to say it again</p>
	<p>Someone does something to me that I do not like and I do not want it to happen again</p>
	<p>I don't like the way a staff member treated me and I think it is not fair.</p>
	<p>I feel I am not getting the support I need from staff in my SCA house</p>

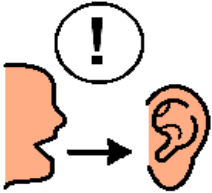

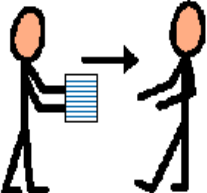

I can make a Complaint by:

 	<p>Talking to my parents, my family or my advocate</p> <p>Talking to my key-worker or any other member of staff in my SCA house</p> <p>Writing down my complaint and giving it to my key-worker or any other member of staff or any manager in St Catherine's</p>
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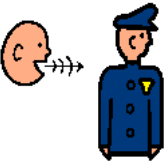
I can get help to make Complaint by:

 	<p>Asking my parents, family or advocate to help me talk about it or another person in St Catherine's I know well to help me talk about it</p> <p>Asking my parents, family or advocate to help me write down my complaint or another person in St Catherine's I know well to help me and help me give it to a manager in St Catherine's</p>
 <p>PHONE NUMBER 0761 07 3000</p>	<p>Asking my parents, family or advocate to help me</p> <p>My parents, family or advocate can contact the Citizens Information Advocacy Services to help me</p>

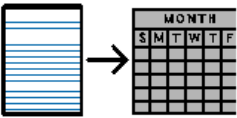
How will my Complaint be dealt with in St Catherine's?

	<p>My complaint will be taken seriously</p>
<p>Insert Image of Complaints Officer</p>	<p>If I am not happy that staff are taking my complaint seriously I can talk to</p> <ul style="list-style-type: none"> • My parents, family or advocate • My key-worker • The Person in Charge, • My Family Liaison Worker • The Complaints Officer
	<p>Any member of staff will listen to my complaint and if they can they will deal with it immediately</p>
	<p>If the staff in my SCA house or when I'm on a break from in St Catherine's cannot deal with my complaint they will pass it on to the Person in Charge to deal with it</p>
<p>Insert Image of Complaints Officer</p>	<p>My complaint may go directly to the Complaints Officer to deal with it.</p>
	<p>St Catherine's will try to get me the result I am happy with</p>

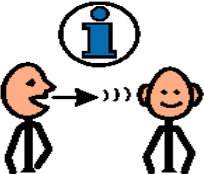
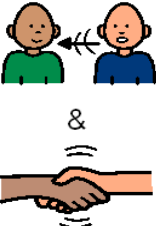
What will happen if I make a complaint that I know is not true?

	<p>If I make a complaint that I know is not true and could hurt someone else, St Catherine's may tell the Gardaí about it.</p>
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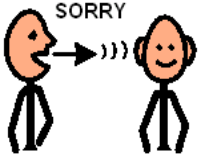
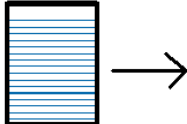


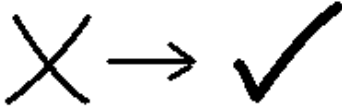

How long will it take for my Complaint to be dealt with?

	<p>St Catherine's will deal with my complaint as soon as is possible and will tell me how long it will take</p>
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Who will keep me informed of what is happening with my Complaint?

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

At the end what might happen?

	<p>I might get an apology</p>
	<p>I might get an explanation in writing</p>
	<p>St Catherine's might have to say that they are sorry</p>
	<p>St Catherine's might have to change a decision on something</p>
	<p>St Catherine's might have to change the way they do things</p>
	<p>I can tell anyone in my house or when I'm on a break if I am Sad at any time</p> <p>I can tell anyone in my house or when I'm on a break if I am Happy at any time</p>