

## WHAT HAPPENS WHEN YOU MAKE A COMPLAINT?

Ability West has a Complaints policy and procedure in place. In the first instance, we will try to resolve your complaint when it arises. If this is not possible, or you are not happy with the response, you can bring your complaint further.

- You will receive an acknowledgement of your complaint. We may offer to resolve the complaint through discussion and mediation if parties agree
- Your complaint may need to be investigated or a review may need to be done
- You will be kept informed about the process and timescales involved
- You will be informed of the outcome
- If recommendations are made as a result, we will take such steps as are reasonable to put these into operation.

## IF YOU ARE NOT HAPPY WITH THE OUTCOME

- Seek a review by contacting the Chief Executive, Ability West
- Seek a review of the outcome by the Review Process through the HSE
- Contact the Ombudsman or Ombudsman for Children as appropriate (details can be provided if required)

## OUR VISION STATEMENT

Ability West is dedicated to enabling people we support to realise their goals and ambitions.

## Our MISSION STATEMENT

Ability West will deliver on its Vision Statement by doing the following:

- Placing service users' fundamental rights
- at the centre of our activities and promoting those rights.
- Empowering service users to live the lifestyle of their choice and to play a meaningful role in all aspects of community life.
- Listening and then developing a variety of options that can be used flexibly to meet the identified needs of service users.
- Developing the skills and dedication of our staff in a supportive and motivating environment.
- Working in active partnership with service users, families, staff, our voluntary supporters and the broader community.
- Campaigning at local, regional and national level to resource and realise our vision to achieve these aims.

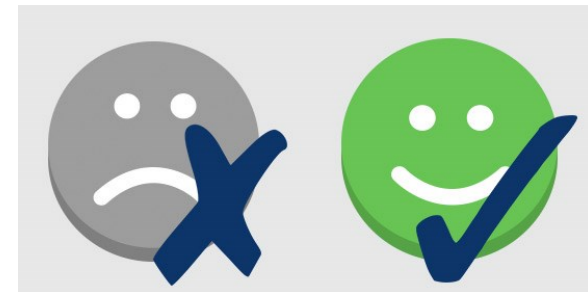
## ABILITY WEST

Blackrock House  
Salthill, Galway H91 R254  
Tel: 091 540900 Fax: 091 528150

Web: <http://www.abilitywest.ie>



## GUIDE TO COMPLAINTS AND FEEDBACK



## PROVIDING FEEDBACK/ MAKING A COMPLAINT

Ability West welcomes all feedback from service users, family members, staff, volunteers and members of public.

Ability West aims to learn from all comments, suggestions and complaints and monitors trends in services. This is important in terms of shared learning and we are constantly striving to improve the quality of the services and supports we provide.



## HOW TO MAKE A COMPLAINT OR PROVIDE FEEDBACK

Please let us know when you think we have done something well or if you have any suggestions as to how we can do better.



To provide feedback or pay a compliment to Ability West, please contact any member of staff. This can be done:

- In writing (letter or email)
- In person
- On the telephone

## WHO CAN MAKE A COMPLAINT?

- You can

## HOW TO MAKE A COMPLAINT

- Contact the manager of the service in question
- Contact any staff member
- Contact a Complaints Officer in Ability West

A list of Complaints Officers is available in each centre or contact Ability West, Blackrock House, Salthill, Galway H91 R254

Tel. 091-540900

We hope that most issues can be sorted out quickly, often when they arise. If the issue cannot be resolved and you wish to bring your complaint further, please let us know as soon as possible.

You can also contact the HSE appointed Confidential Recipient for Vulnerable Persons Leigh Gath. Lo-Call: 1890 100 014 or 087 6657269, or email: [Leigh.Gath@hse.ie](mailto:Leigh.Gath@hse.ie)