

Community Therapy Ireland

Membership Feedback and Complaints Policy

Introduction

At Community Therapy Ireland, we are committed to providing excellent member service. We understand that there may be instances where members may have new ideas, may want to offer feedback, or may be unhappy with the service provided by us. Community Therapy Ireland's complaint policy outlines the procedures and guidelines for members to follow when raising feedback or making a complaint.

Purpose

The purpose of this policy is to:

- Provide a fair and transparent process for members to raise feedback or make a complaint
- Address feedback or a complaint promptly and efficiently
- Resolve feedback or a complaint in a satisfactory manner
- Continuously improve our services based on member feedback

Scope

This policy applies to all members of Community Therapy Ireland who wish to raise feedback or make a complaint regarding any aspect of the organisation's operations, staff, services, conduct or any other matter related to your membership.

If you are concerned about matters that are not decided by or related to us, we will advise you, where possible, about how to make your concerns known elsewhere.

Definitions

Complainant: A member of Community Therapy Ireland who lodges a complaint.

Complaint: An expression of dissatisfaction or concern raised by a member regarding any aspect of the organisation's operations, staff, services, conduct or any other matter related to their membership.

How to make an informal complaint

Community Therapy Ireland hopes that complaints, where possible, are handled informally.

In most circumstances, it is best to deal with any issues that arise as soon as possible and in the easiest and most direct way. If you have a complaint, it is advisable to raise it with the person you are dealing with. They will try to resolve it for you there and then. However, they may need time to look into it, but we will ensure that this takes no more than 5 working days.

If there are any lessons to learn from addressing your complaint, the member of staff will draw them to our attention. If the member of staff can't help, they will explain why, and you can then ask for your complaint to be formally investigated.

How to make a formal complaint

There are certain times when a complaint cannot be handled informally. In these circumstances members will need to make a formal complaint in writing.

Members can make a formal complaint in writing by using one or more of the following channels:

- Email: Members can send their complaint to info@communitytherapy.ie.
- Written Letter: Members can send a written letter outlining their complaint to:
Community Therapy Ireland, 77 Camden Street Lower, Dublin 2, D02 XE80

Complaint Information

Please include the following information when making a complaint to Community Therapy Ireland:

- Name, address, a daytime telephone number of the complainant
- Email address of the complainant (if applicable)
- Full details of the complaint including relevant dates and times
- Names of those involved (including Community Therapy Ireland staff)
- Any supporting documents or evidence related to the complaint
- Be clear about what you are hoping to achieve (apology, explanation etc.)
- State your preferred method of communication

Dealing with your formal complaint

Upon receiving a complaint, Community Therapy Ireland will formally acknowledge your complaint in writing within 5 working days.

Complaint Investigation

The complaint will be assigned to a senior staff member who will be responsible for investigating the matter.

- The staff member will look at addressing the complaint. We will let you know if this includes an investigation. We will let you know who will be investigating your complaint.
- The staff member will conduct a thorough and impartial investigation, seeking additional information if necessary.
- The investigation is handled appropriately and sensitively.
- The complainant may be contacted to provide further details or clarification during the investigation process.

- When investigating a complaint, all relevant evidence will be looked at. In the process of the investigation, we may need to meet with the complainant to discuss the complaint further.
- The staff member will confirm that the issue raised in the complaint is within the remit of Community Therapy Ireland.
- If there is more than one issue raised in the complaint, the staff member will determine whether each issue needs to be separately addressed.
- If deemed necessary by the senior staff member investigating, an investigation panel is formed to investigate the complaint. The persons investigating the complaint are in no way involved in the complaint, are not related to the complainant or any staff members involved in the complaint.
- Following investigation of the complaint, a separate HR procedure may occur.
- The complainant will be kept informed of the progress of the complaint.

Resolution and Response

Once the investigation is complete, Community Therapy Ireland will provide a written response to the complainant within 30 working days of receipt of the complaint.

- If the complaint requires more time for investigation, Community Therapy Ireland will inform the complainant about the delay and provide an estimated timeframe for the resolution.
- The response will outline the findings of the investigation, any actions taken, and the proposed resolution, if applicable.
- Where no grounds for the complaint are found, the complainant will be notified.
- We will share any recommendations from our investigation with the complainant and all relevant staff.
- We will explain how and why we came to our conclusions and outline any changes to policies/procedures arising from the investigation.
- If there are any lessons to learn from addressing your complaint, the member of staff will draw them to our attention.
- We will outline the appeals process as part of the complaint response.

Appeal

If the complainant is dissatisfied with the response received, then there is the opportunity to appeal it. The appeal must be submitted within 5 working days. The appeal is handled by someone who was not involved in the original complaint process.

The appeal will be handled by someone more senior than those who conducted the original investigation.

Record of Complaints and Confidentiality

Community Therapy Ireland will keep an accurate and detailed record of each complaint for a period of 2 years from the date the complaint has been dealt with. Complaint information is stored confidentially.

Review and continuous improvement

Community Therapy Ireland will regularly review the effectiveness of this complaints policy and make improvements as necessary to ensure a fair and efficient complaints-handling process.

Community Therapy Ireland's Code of Conduct

We believe that all complainants have the right to be heard, understood, and respected. However, we also consider that our staff 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. Further details can be found in on our Code of Conduct.

Dissemination of Policy

This complaints policy will be made readily available to all members through our website.