

## What COPE Galway can do if your complaint is upheld?

If your complaint is upheld COPE Galway will ensure that there is an outcome from your complaint. This may include explaining what gave rise to your complaint, an apology for any inconvenience, hurt or hardship caused, addressing the problem, a change of decision, a recommendation to change a policy or procedure or an admission of fault.

## Records and reporting on complaints

COPE Galway keep records of complaints received and the steps taken to respond to and address these complaints.

The numbers of complaints are monitored and reported on periodically to the Board of Management of the organisation and to statutory funders.

# Contact Us

**COPE GALWAY HEAD OFFICE**  
Calbro House, Tuam Road, Galway

t: 091 778 750  
e: info@copegalway.ie

**COPE GALWAY  
DOMESTIC ABUSE SERVICE**  
Waterside House, Court House Square, Galway

t: 091 565 985  
e: waterside@copegalway.ie



## COMPLAINT FORM

### Details of person making complaint

Name: .....

Contact details: .....

### Details of who complaint made to

Service name: .....

Staff/Volunteer name: .....

Date complaint made: .....

### Complaint

What is your complaint?

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What has been done so far to deal with it?

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What do you think is the best solution to your complaint?

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**COPE Galway**

*Let's help together*

# COPE Galway Complaint Form



## Domestic Abuse Service

# Clients Complaints Policy & Procedure

## Stages for making and responding to complaints



### Who can make a complaint?

You can make a complaint if you are a current or past user of COPE Galway services (within the last two years) or have sought access to our services within that timeframe.

If you wish to make a complaint you cannot do so anonymously. We need to know who you are in order that we can address your complaint.

### What can you make a complaint about?

You can complain about a COPE Galway service or the actions of any of our staff or volunteers in these services. There are certain matters which cannot be dealt with under this complaints policy. Details of these are available on request from any staff member of COPE Galway.

### Time limit for making a complaint

A complaint must be made within 12 months of the date on which the matter which you want to complain about occurred or became known. COPE Galway has the discretion to extend this time limit for making a complaint in exceptional circumstances.

### How to make a complaint

A complaint can be made in person, by phone, by letter or by email. In the case of a formal written complaint there is a standard complaints form that must be completed. This is available on the back of this leaflet. Someone in COPE Galway can assist in the completion of this.

#### STAGE 1

##### Verbal complaint at point of contact

You can talk to a staff member or volunteer of COPE Galway and where it's possible and appropriate your complaint will be addressed there and then. This stage applies to more informal complaints.

#### STAGE 2

##### Written complaints

Written complaints will usually arise where it has not been possible to address a complaint made verbally. This can be because you are not satisfied with how the matter was dealt with or is not appropriate to address it at stage 1 due to nature and/or seriousness of the complaint.

We will acknowledge receipt of your complaint within seven days of receiving it and will respond to it no later than six weeks from when you make the complaint. There may be exceptional circumstances where it may take longer to respond to your complaint but you will be kept informed.

The manager of the service to which the complaint relates will deal with your complaint and act to address any matters arising from it. We may, with your agreement, seek to resolve it informally.

If you are not satisfied you can take your complaint to stage 3 - Review by the Assistant CEO.

#### STAGE 3

##### Review by Assistant CEO (or other nominated person)

You must send a written request for a review setting out the reason or reasons why you are not satisfied with how your complaint was dealt with. This must

be sent within two weeks of the conclusion of stage 2. The Assistant CEO will acknowledge your request within one week and will review the processing of your complaint and will respond to you within 4 weeks.

If you are not satisfied with the outcomes of this you can take your complaint to stage 4 - Review by the CEO.

#### STAGE 4

##### Review by CEO (or other nominated person)

You must send a written request for a stage 4 review setting out the reason or reasons why you are not satisfied with the review of the processing of your complaint at stage 3 within 2 weeks of the completion of stage 3.

The CEO will acknowledge your request within one week and will inform you of the outcome of this review within four weeks of the receiving your request.

#### STAGE 5

##### Independent Review

If you are not satisfied with how your complaint was dealt with by COPE Galway through the stages 1 to 4 of the COPE Galway complaints procedure you may seek a review of how COPE Galway dealt with your complaint by the Ombudsman or Ombudsman for Children or other relevant professional bodies to whom you could make an application for review. The CEO can give contact details for the relevant body.