

# Complaints policy for users of DRCC services

DRCC is committed to dealing effectively with any complaints you may have about our services. If we got something wrong, we will apologise and where possible we will try to put things right. We also aim to learn from our mistakes and use the information we gain to improve our services.

## DRCC complaints process

Please note that we can only address complaints in relation to Dublin Rape Crisis Centre and the services we provide. **This process is only for those who are using or have used the services of DRCC.** If you have a complaint about a DRCC service or the behaviour of a member of staff or volunteer, this policy is for you.

If you want to raise a concern on another matter, you can e-mail us at [info@rcc.ie](mailto:info@rcc.ie) and we will look at it separately. Alternatively, if you have any additional needs and require assistance in making your complaint, you or a designated supporter can contact our landline at 01 6614911 between 9am and 6pm, Monday to Friday. Our staff will help you find relevant supports that may assist you in making your complaint known to us.

## Informal resolution

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 the person you are dealing with. They will try to resolve it for you there and then. However, they may need time to investigate it (within a maximum 5 working days). If there are any lessons to learn from addressing your complaint, the staff member will pass them on to the relevant team. If the member of staff can't help, they will explain why, and you can then ask for your complaint to be formally investigated.

## Making a formal complaint

To make a complaint, you should [use the form on our website](#) (if applicable).

You should include the following details:

- ▶ Your name, telephone number and email address, and whether you are acting on behalf of someone else with their consent;
- ▶ A brief description of what your complaint is about, stating relevant dates and times, if applicable;
- ▶ A list of your specific concerns, starting with the most important one;
- ▶ A clear description of what you are hoping to achieve (for example, flagging dissatisfaction, seeking an explanation, etc.).

- ▶ Any additional support you need to make your complaint, such as an interpreter or reading assistance.

## Dealing with your complaint

We will formally acknowledge your complaint within 5 working days and let you know how we intend to deal with it. We will ask you to tell us how you would like us to communicate with you. We will deal with your complaint in confidence. We will make sure that your interactions with us in the future do not suffer just because you have made a complaint.

## Investigating your complaint

The person who is investigating your complaint will aim first to establish the facts. The extent of the investigation will depend on the complexity of your complaint. In some instances, we may ask to meet you to discuss your complaint.

When conducting the investigation, we will look at all relevant evidence and we will talk to all parties involved.

We will aim to resolve concerns as quickly as possible. Most can be resolved within 30 working days. If your complaint is more complex, we will:

- ▶ Let you know within this time why we think it may take longer to investigate.
- ▶ Tell you how long we expect it to take.
- ▶ Give you regular updates on any progress made.

## Outcome

When we formally investigate your complaint:

- ▶ We will let you know what we have found, in keeping with your preferred form of communication.
- ▶ We will explain how and why we came to our conclusions.
- ▶ We will provide a clear explanation of how we arrived at our decision and acknowledge and apologise if we got it wrong.

## Putting things right

If we didn't do something well, we will aim to make it right. We will take appropriate and reasonable actions necessary to rectify the complaint.

If we fail to resolve your complaint satisfactorily, you may complain to Tusla, the Child & Family Agency at 01 7718500/ [www.tusla.ie](http://www.tusla.ie) or to the Office of the Ombudsman at 01 6395600/ [www.ombudsman.ie](http://www.ombudsman.ie).

They can investigate your complaint if you believe that you personally:

- ▶ have been treated unfairly or received a bad service through some failure on our part.
- ▶ have been disadvantaged personally by a service failure.

Tusla expects you to bring your complaint to our attention first and to give us a chance to put things right. We will provide you with the relevant information to contact Tusla.

## Learning lessons

We take your complaints seriously and try to learn from any mistakes we have made. Our senior management team considers a summary of all complaints on a regular basis as well as details of any serious complaints. Where there is a need for change, we will develop an action plan setting out what we will do, who will do it and any timeframe.

## What we expect from you

In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a complaint. We do not view behaviour as unacceptable just because someone is forceful or determined. We believe that all complainants have the right to be heard, understood and respected. However, we also consider that our staff and volunteers 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.

## Final decision

DRCC values your feedback and takes all complaints seriously. We strive to address and resolve any issues promptly and fairly. However, there may be instances where a decision has been made and it is considered final.

- ▶ Once a decision has been made, it will be thoroughly reviewed by DRCC management to ensure it aligns with our policy and procedures.
- ▶ The decision will be communicated to you in writing, clearly explaining the reasons behind it.
- ▶ All supporting documentation or evidence will be provided.

## Appeals process

- ▶ If you are dissatisfied with the final decision, you may request an appeal by submitting a written request within 10 working days of the date of receiving the decision.
- ▶ The appeal request should include any additional information or evidence that you believe may have an impact on the decision.
- ▶ The outcome of this process will be communicated to you and will be considered final.

## Transparency

Throughout the complaints process and appeals process, we will maintain complete transparency and open communication.

Title	DRCC External complaints policy
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