

TRI▲NGLE

How to make a complaint

building homes
providing support
creating possibilities

What is a Complaint?

A complaint is 'any expression of dissatisfaction requiring a response'. The complainant needs to notify Triangle that they are making a complaint as opposed to seeking clarification, information or making a query. We hope your concerns can be resolved before making a formal complaint.

Are there instances where this complaints procedure is not appropriate?

If you have a complaint concerning the abuse of vulnerable adults or children you should immediately contact the Service Manager. External statutory agencies may be contacted immediately.

Complaints concerning anti-social behaviour must be addressed through the Association's anti-social behaviour procedure.

Individual employment issues may best be addressed through the Human Resource procedures.

General advice on the Complaints Process.

If you have any queries on how to make a complaint, or which procedure to follow, please contact

contact our Complaints Officer on 028 2766 6880.

Helping you with your Complaint

The Patient and Client Council is an independent organisation which will help you complain. You can contact them by;

Freephone: 0800 917 0222

Email: complaints.pcc@hscni.net

Web: www.patientclientcouncil.hscni.net

What should I do if I want to make a complaint?

Stage 1

We want to sort out problems quickly and as close as possible to where the complaint originated. If you have a complaint:

- Tell the Officer or Service Manager verbally
- Email or write to them. It might help you to fill in the complaints form enclosed with this leaflet.

If necessary (and only if living within a Supported Living or Residential Care setting), inform your local Health and Social Care Trust (HSCT);

Northern HSCT: 028 2531 1000

Southern HSCT: 028 3741 0041

Eastern HSCT: 028 9032 1313

Western HSCT: 028 7186 0086

From receipt we will acknowledge your complaint within 5 working days, naming the person dealing with your complaint.

We will endeavour to resolve your complaint immediately at Stage 1 or within 15 working days for 80% of all cases.

If a complaint takes longer than 15 days to resolve, we will send you a 'holding letter' which will outline the reasons for extension. We will also provide you with periodic updates until the complaint is resolved.

Stage 2

If you are not satisfied that a resolution to your complaint has occurred at Stage 1, you should contact the Service Manager dealing with your complaint who will refer your complaint to Triangle's Chief Executive Officer.

It may also be appropriate at times to progress to Stage 2 of the complaints process if your complaint is in regards to a Senior Manager within the organisation.

The Chief Executive Officer, Chris Alexander, will acknowledge your complaint within 5 days.

If your complaint progresses to

Stage 2, we will endeavour to resolve it within 10 working days for 80% of all cases.

Stage 3

If you remain unsatisfied and Stages 1 and 2 have been exhausted, you have the right to request an Independent Review by an external body, including:

The Ombudsman (Commissioner for Complaints for Northern Ireland).
Freeport BEL 1478
Belfast, BT1 6BR

Tel: 0800 343 424

The Regulation and Quality Improvement Authority (RQIA)
9th Floor Riverside Tower
5 Lanyon Place,
Belfast, BT1 3BT

Tel: 028 9051 7500

RQIA should be notified of breaches of domiciliary / care standards. It will review these matters and take action if required.

Either of the above will help respond to your complaint and may take a detailed look into how we deliver our services if they feel our internal response has not been satisfactory.

Complaint Form

Name

Address

Postcode

Daytime Tel No:

What is your complaint? (Give dates if you can, location of any incident and who was involved)

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If you have already spoken to members of staff, please quote their names and (if known) their department.

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How do you feel Triangle can remedy the situation?

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Signature:

Date:

Triangle Housing Association Ltd.
60 Eastermeade Gardens, Ballymoney,
Co Antrim, BT53 6BD

TEL 028 2766 6880
FAX 028 2766 2994
EML info@trianglehousing.org.uk

www.trianglehousing.org.uk