



Guide to making a complaint

If you feel that you or another have been unfairly treated by a Shine service, activity or staff member has a right to make a complaint. Our Complaints Policy will give you more information about the process and is available on request for any staff member and on our website www.shine.ie.

How do I make a complaint?

If you have a complaint, we will try and resolve it locally as quickly as possible. If we cannot do that your complaint will be brought to the attention of Shine's complaints officer.

You can make a comment or lodge a complaint about any Shine service in any of the following ways:

- **In Person:** To any Shine staff member or manager service manager or directly to the complaints officer.
- **Online:** Send your complaint securely through the <https://www.shine.ie/contact/>
- **By Email:** E-mail to info@shine.ie.
- **By Letter:** To any Shine location for to the complaints officer. Staff will help you put your complaint in writing, if you require assistance.
- **Ring us:** At any of our offices or directly to the complaints officer 086 8525753
- **Through an Advocacy Service:** You can choose to make your complaint with the support of an advocate.

What do I need to include in my complaint?

A complaint should include:

- Who was involved?
- What happened and when?
- What are you concerned about?
- Have you done anything else to resolve this matter?
- What do you want to happen now?

It will also assist the Complaints Officer if include any additional any extra information you feel is relevant.

What will happen next?

On receipt of a compliment:

- We will send you a letter of acknowledgement. We will need your contact details to do this. All comments or compliments will be forwarded to the complaints officer.
- A verbal complaint will be acknowledged immediately.
- A written complaint will be acknowledged by a complaints officer in writing within five working days.

How will my complaint be dealt with?

Depending on the nature and seriousness of your complaint:

- A staff member/service manager will attempt to resolve your complaint locally **or**
- A complaints officer will look into the issues raised in your complaint.

How long will it take the complaints officer to look into my complaint?

- The complaints officer will look into your complaint within 30 working days of the date when it was acknowledged.
- If it takes longer to look into all the issues raised in your complaint the complaints officer will notify you within thirty working days and will give you an update on what is happening every twenty working days after that.

What do I do if I am not satisfied with the recommendations made by the complaints officer or the way my complaint was dealt with?

You will be advised in the response to your complaint of the process for requesting a review.

Or you may wish to make a complaint directly to the Office of the Ombudsman:

The Office of the Ombudsman

18 Lower Leeson Street,

Dublin 2. D02 HE97.

Phone: +353-1-639 5600 **Lo-call:** 1890 223030

Email: ombudsman@ombudsman.gov.ie The Office of the Ombudsman is open between **9.15 a.m.** and **5.00p.m.** Monday to Friday