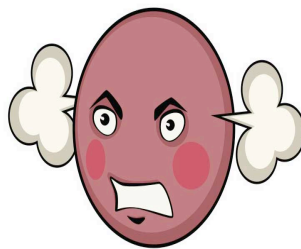


# USER COMPLAINTS POLICY

The Orchardville Society encourages Service Users to come forward with any complaints or comments about the Society. This is in order to maintain the quality of services provided and to ensure that User's needs are met.

The Orchardville Society will monitor all comments and complaints to ensure they are used to improve the range and quality of services.

The Orchardville Society will ensure that all Users have access to clear information on how to make a complaint, and that they will be given the support they need to do so.



### **What is a complaint?**

A complaint is a stating that you are unhappy about a situation.

### **Why do we need to complain?**

If you do not complain things will not get better and nothing will change. Complaints help the Orchardville Society to meet the needs of users and their families and carers.

### **Examples of complaints**

- Problems with expenses
- Lack of support
- Limited services available
- Unfair treatment by staff members
- Bullying from other trainees or staff
- Stealing
- Physical Assault



## How to complain...

1. Tell a staff member about the issue or problem either by speaking to them or writing to them. For serious complaints, the staff member will help you to put the details into writing.
2. The staff member will inform their line manager who will deal with the complaint. It is hoped that all complaints will be resolved at this stage.
3. The line manager will discuss the complaint with the Head of Service. If this does not resolve the problem the complaint will be passed to the Deputy Chief Executive and/or Chief Executive.
4. If a problem cannot be resolved in this way, you should write, giving full details of your complaint to:

**The Chief Executive  
The Orchardville Society  
Lagan Village Tower  
144-152 Ravenhill Road  
Belfast  
BT6 8ED**

5. If the matter has not been resolved, or if there is no satisfactory outcome within four weeks of the date the Chief Executive received the written complaint, the matter should be referred to:

**The Chairman  
The Orchardville Society  
Lagan Village Tower  
144-152 Ravenhill Road  
Belfast  
BT6 8ED**

The Chairman will then discuss the matter confidentially at a meeting of the Board of Directors and convey the result to the complainant in writing.