Compliments, Comments & Complaints Policy.

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| Census Opinions | It is important for us to hear what you think about Orchardville – good and bad.  You could tell us about **compliments**, **comments** or **complaints** |
|  | A **compliment** could be saying thank you to someone who helped you. |
|  | A **compliment** could be saying well done to someone for doing a good job. |
|  | A **comment** could be telling us about an idea you have had to make things better at Orchardville. |
|  | To tell us about your compliments, comments or complaints you can send us an email.  You should send your email to  [talktous@orchardville.com](mailto:talktous@orchardville.com) |
| Envelope write | If you prefer to write to us you can post a letter to –  Louise Macrory  Quality & Compliance Manager  Orchardville  144 – 152 Ravenhill Road  Belfast, BT6 8ED.  Or you can hand deliver your letter to any Orchardville office.  You must make sure your letter is sealed and clearly addressed. |
|  | You can also call, text or WhatsApp Louise on 07860 952 559. |

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|  | If you are unhappy with Orchardville for any reason you can **complain**.  The rest of this easy read document explains what will happen if you complain to Orchardville. |
|  | **Complaining** is telling us about something that has made you unhappy or upset.  It is important you tell us so that we can fix the problem and stop it from happening again. |
| Shove 1  Talk Over You 3 | For example you might complain if   * Orchardville staff have treated you badly. * You don’t feel safe at Orchardville. * you feel ignored or not listened to.   These are just examples but you can tell us about anything at Orchardville which makes you unhappy or upset. |

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|  | Sometimes making a complaint can be difficult. You could ask someone you trust to support you.  You are welcome to bring a supporter to any meetings you have with us. |
|  | The Patient Client Council can also help support you to make a complaint.  Freephone: 0800 917 0222  Email: complaints.pcc@hscni.net |
|  | Louise Macrory will investigate any complaints made at Orchardville. (Contact details on Page2) |
| Custom Configurations | Explosion Protection Equipment | Once Louise gets your complaint she will contact you within 5 days to let you know what will happen next.  Occasionally this might take slightly longer if she’s on holidays for example. |
| Staff Feedback 2 | Louise will make an appointment to meet with you to talk about your complaint. |
|  | Louise will take notes on what you say. |
| Respect 2 | Some complaints are easy to fix and we will solve them together without taking any other action.  Some complaints are more difficult and we may need to **investigate**. |
|  | Louise will **investigate** your complaint if this is necessary.  **Investigate** means we’ll ask questions and find out more about what happened. We will interview anyone who is involved. |
|  | After an investigation is complete, Louise will contact you to tell you what she found out and what action we will take, if any.  She will contact you within 2 weeks of your meeting. |
|  | If you’re not happy with how Louise deals with your complaint or you’re not happy with her decision, contact **Joan McGinn**.  **Joan McGinn** is Orchardville's Chief Executive. |
| Envelope write | You can write to Joan at:  Orchardville,144 – 152 Ravenhill Road, Belfast, BT6 8ED. |
|  | After Joan has reviewed your complaint, she will arrange a meeting to discuss it with you.  At the meeting Joan will tell you what she has decided to do about your complaint. |
|  | Joan will confirm her decision and the reasons for her decision in writing within two weeks of your meeting.  This is Orchardville’s final decision. |
|  | If you are still unhappy the Public Services Ombudsman is an independent organisation who can help you if you think your complaint has not been fairly treated.  Freephone: 0800 343424  Email: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk) |