**Complaints, Comments & Compliments Policy**

At Orchardville we strongly encourage participants and their families/supporters to speak up and tell us about things they like or do not like about Orchardville. This helps us to create a better service. We genuinely want to hear about your experiences at Orchardville, both good and bad.

If you would like to tell us about a **compliment**, **comment** (e.g. if you have an idea or an improvement suggestion) or **complaint**, you can call, text or write to: -

**Louise Macrory**

**Quality & Compliance**

**Manager**

Tel: 07860 952559

Email: [louise.macrory@orchardville.com](mailto:louise.macrory@orchardville.com) or you can: -

Email: [talktous@orchardvillle.com](mailto:talktous@orchardvillle.com) which will reach both Louise and Joan.

We understand that making a complaint can be difficult, but please be assured that your service will not be affected if you do make a complaint. See below to read more about what you can expect if you make a complaint.

**Making a complaint - What will be done?**

**Once you have made a complaint in writing, by phone or in person.**

**Louise will:**

* Acknowledge receipt of your complaint in writing within three working days. (unless it isn’t possible because of holiday or illness for example)
* Reassure you that we will treat your complaint seriously and confidentially.
* Meet with you to hear more about your complaint and ask some questions.
* Take notes on what you say.
* Investigate your complaint by meeting with the people involved in the complaint and asking questions.
* Respond to you within 2 weeks to tell you what the investigation found out and what we will do.
* Learn from it and prevent it happening again.

**What if I am still unhappy?**

If you are still unhappy, you can appeal. To appeal a decision, you should contact:

**Joan McGinn**

**Chief Executive**

Tel: 02890 732326

Email: joan.mcginn@ orchardville.com

Or write to her at: Orchardville,

144 – 152 Ravenhill Road,

Belfast, BT6 8ED

* Joan will contact you within 2 weeks of being notified of your unresolved complaint.
* Joan will review your complaint and the investigation notes and may interview people again.
* Joan will then contact you to arrange a

meeting to discuss your complaint.

* She may ask you more questions and then she will tell you the results of her review into your complaint.
* She will confirm her decision in writing within

2 weeks of the meeting.

# Advocacy

If you need to attend a meeting and would like someone to support you, below is a list of possible people or organisations:

* Parent / family member
* Friend
* Social Worker
* Community Nurse
* Day care worker
* Other organisation that you have contact with.

# Independent help



The **Patient Client Council** can assist you with making a complaint Freephone: 0800 917 0222 [Email: complaints.pcc@hscni.net](mailto:complaints.pcc@hscni.net)

The **NI Public Services Ombudsman** can also assist you if you remain unhappy Freephone: 0800 343424 [Email: nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)