



Service User Complaints Policy

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Tracking register for all amendments and updates

Date	Pg. No.	Detail of amendments and updates	Approved Y/ N	Approved by CEO or Board	Date communicated to staff
Oct 23		No change	Y	MGM	



Service User Complaints Policy

I) Information for Service Users

Our Commitment

Le Chéile Mentoring (Le Chéile) is committed to ensuring that all our contact with our service users is of the highest possible standard.

We aim to listen and respond to the views of parents and young people that we work with so that we can improve our services and ensure that our service users are protected.

Therefore we aim to ensure that:

- It is as easy as possible to make a complaint;
- We deal with any complaint quickly and respectfully;
- We respond in an appropriate way – for example, with an explanation or apology where we have got things wrong, or with information on any action taken, etc;
- We learn from complaints and use them to improve our services.

What to do if you have a complaint?

If you wish to make a complaint, it can be made either verbally or in writing e.g. face to face, phone call, text, email, letter etc. The complaint can be made directly to the Le Chéile staff member you normally deal with.

In cases where the complaint relates to the Le Chéile staff member or in cases where you do not feel comfortable discussing the matter with the Le Chéile staff member, you can contact the Regional Manager for your area.

You should receive the contact details of the Le Chéile staff member and the Regional Manager when you first join the service but you can always ask to receive these again or visit the 'Contact Us' section of Le Chéile's website, where they are listed.

What happens next?

If you complain, we will do everything we can to resolve your complaint within five working days.

If it is not possible to resolve your complaint straight away, we will explain why and aim to provide a timeline for its resolution. We may need additional time to find out more information from you; to consult with any other individuals concerned e.g. your mentor; to discuss the matter with the relevant staff members; or to ask for a response from the person that is the subject of your complaint.

We aim to resolve the complaint to your satisfaction or if we can't resolve it, to let you know the outcome and the reasons why.

Acting on Results

Le Chéile will adopt a restorative ethos for dealing with complaints. This means that in cases where a complaint is made against another person, both people will have an opportunity to have their voices heard in order to get a better understanding of the issue.

Le Chéile will always try to reach a resolution where possible.

Your Voice

We value all feedback and would also like to hear from you about what you think we do well.

II) Information for Staff

All complaints will be logged in our 'complaints register' and tracked until they are resolved. The service user should be updated at each stage in the process.

In the case that the complaint leads to a change in the service, Le Chéile's policies and procedures should be updated accordingly.

This process for lodging complaints does not apply to Le Chéile's staff or volunteers, who have separate policies for lodging any complaints.

