

# Complaints Policy Statement



Rainbows Ireland is dedicated to addressing any complaints raised by individuals regarding the organisation. We believe that if someone wishes to make a complaint or express a concern, it should be simple and accessible. We welcome complaints as opportunities to learn, adapt, improve, and enhance our services.

## What is a Complaints Policy?

A Complaints Policy outlines the process for making a complaint about any aspect of the organisation. It ensures that all complaints are handled fairly, consistently, and, whenever possible, resolved to the satisfaction of the complainant.

## Who Can Make a Complaint?

- Any service user of Rainbows Ireland.
- An advocate may submit a complaint on behalf of a service user with the user's written consent.
- A parent or guardian may file a complaint on behalf of a child or young person who is a service user.
- Any member of the local community or professionals working with them.
- Any organisational member of Rainbows Ireland or anyone who engages with us on social media.
- Any external stakeholders (funders, external agencies, etc.).
- A concerned individual can complain about any aspect of the service that they feel has negatively impacted them or the organisation they represent.

## How Do I Make a Complaint?

- All complaints should be directed to the CEO, Geraldine Kelly. The CEO will implement the Complaints Policy with the aim of resolving the complaint and minimising escalation.
- If the complaint concerns the CEO, it will be handled by the Chair of the Board, Ray Watson. Such complaints should be submitted by post, addressed to the Chair, c/o Rainbows Ireland Head Office.
- Complaints can be made in writing, via email, by post, or through our MS Form.

## What Will Happen After I Make a Complaint?

An investigation will be conducted, involving all parties concerned. The person handling the complaint will speak directly to everyone involved. The purpose of the investigation is to establish all relevant facts and to identify any recommendations or remedial actions, if appropriate. If the organisation's response to the complainant's

proposed outcome is not satisfactory, a written rationale will be provided. All details will be recorded on the Complaint Record Form.

### Guiding Principles for Processing Complaints

- We aim to respond to and resolve all complaints in a timely manner.
- Rainbows Ireland believes that most complaints can be sorted out early, openly, and honestly, at a local level between the complainant and the organisation.
- We will consult with complainants on their desired outcomes related to their complaints.
- We recognise the importance of support for all parties throughout the process.
- We will adhere to the principles of natural justice during investigations and in our communication with all parties involved.

### Can I Withdraw My Complaint?

Complainants may withdraw their complaints at any time. However, Rainbows Ireland may need to continue an investigation if the complaint is considered significant and depending on the reason for withdrawal.

### Can I Make an Anonymous Complaint?

- If an anonymous complaint is received, Rainbows Ireland will note the issues raised and will attempt to address them appropriately. An anonymous complaint may still be referred for investigation.
- If the complaint involves a child or young person, it will be investigated and handled confidentially in accordance with the Rainbows Ireland Child Safeguarding Policy, which aligns with the Children First National Guidance for the Protection and Welfare of Children 2017.

### Where Complaints Are Saved:

- Rainbows Ireland retains all complaints in the Complaints Register, which includes both verbal and informal complaints.
- Complaints Records Forms are stored centrally by the investigator, who is the CEO. Written records will be maintained for all complaints and any actions taken in response, in accordance with data protection guidelines.
- Rainbows Ireland provides an annual overview of all complaints to our Board of Directors.

If you have any further questions regarding Rainbows Ireland's Complaints Policy that have not been addressed here, please contact Geraldine Kelly, CEO of Rainbows Ireland, via email at [geraldine@rainbowsireland.ie](mailto:geraldine@rainbowsireland.ie).

## Rainbows Ireland - Complaint Form



<b>Full Name:</b>			
<b>Email Address:</b>			
<b>Phone Number:</b>			
<b>Professional Complaint:</b>			
<b>Personal Complaint</b>			
<b>Date of Complaint:</b>			
<b>Nature of Complaint:</b>			
<b>Please give as much detail as you can:</b>			
<b>Signature:</b>			
<b>Please indicate you have read our Privacy Policy</b>	<a href="#">Privacy Notice – Rainbows Ireland</a>	YES	NO