



# How to Complain



This booklet tells you how to complain if you are not happy with the service in St Michael's House

# What is a complaint?



A complaint is something you feel is wrong.

A complaint is something you think should be changed.

You might want to complain if you feel upset, scared or not happy about something.



You have the right to complain.  
You can speak up for yourself.



You will not get into trouble if you complain.

# You may want to complain if



Someone says something to you that you do not like.



Someone does something to you that you do not like.



You ask for something to be done and nothing happens.

# How to complain



You can write a letter to complain.



You can ask a friend, family member, advocate or staff to help you complain.



**Citizens  
Information**

You can tell the Advocacy Services of the Citizens Information Board.



# What will happen next?



You choose a member of staff to listen to your complaint. If they can solve it they will.



The staff member will find out what went wrong. If they cannot solve your complaint, they will pass it on to a complaints officer in the service.

The complaints officer can be the manager in your day service or house.



St Michael's House will try to get a good result for you.



# What will happen next?



St. Michaels' House will deal with your complaint as soon as possible. It may take 30 days or longer.



The person working on your complaint will let you know what is happening.



The person working on your complaint will let you know the result.

# What might happen at the end?



St. Michael's House might talk to you and say sorry.



St. Michael's House might write to you to say sorry.



St Michael's House might have to tell you it was their fault.

**Our  
Fault**



St Michael's House might have to change how they work.

# More Information



If you are not happy with the result you can contact the Office of the CEO in St. Michael's House



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

If you are still not happy with the result you can contact the Complaints Officer in the HSE.



Office of the Ombudsman  
Oifig an Ombudsman

18 Lower Lesson Street  
Dublin 2  
01 639 5600

If you are not happy with the way the complaint is being dealt with, you can contact the Ombudsman at any time.