



DLR PPN

Dún Laoghaire-Rathdown
Public Participation Network

Draft Dún Laoghaire Rathdown Public Participation Network Complaints Procedure

Dún Laoghaire Rathdown Public Participation Network (DLR PPN) is committed to dealing effectively with any complaints you may have about our service.

If we got something wrong, we will apologise and where possible we will try to put things right. We also aim to learn from our mistakes and use the information we gain to improve our services.

When to use this Complaints Procedure

When you complain to us, we will usually respond in the way we explain below. Sometimes, you might be concerned about matters that are not decided by us (e.g. issues relating to your grant application or appeals to the Local Authority) and we will then advise you as best we can about how to make your concerns known. Dún Laoghaire Rathdown operates on a face value basis and does not represent a forum of mediating in situations of dispute between groups.

Informal Resolution

If possible, we believe it is best to deal with things as soon as possible and in the easiest and most direct way. If you have a complaint, raise it with the person you are dealing with. He or she will try to resolve it for you there and then. However, they may need time to look into it, which can take up to five (5) working days.

If there are any lessons to learn from addressing your complaint, we will bring them to the Secretariat and the Plenary. If the person you dealt with can't help, they will explain why and you can then ask for your complaint to be formally investigated.

How to Complain Formally

You can complain in any of the ways below:

- You can ask for a copy of our complaint form from the person with whom you are already in contact.
- You can get in touch with our Resource Worker on telephone 087 4557945 if you want to make your complaint over the phone.
- You can use [the online form](#) (only use if applicable). If using this form supporting documents can be set via email or post, details in the form.
- You can email us at enquiries@dlrppn.ie
- You can write a letter to us at the following address: Dún Laoghaire-Rathdown



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- Public Participation Network, The Old Post Office, 7 Rock Hill, Main Street, Blackrock, Co. Dublin

What Should You Include in Your Complaint?

- Remember to state your name, address and telephone number (and email, if applicable) and whether you are making the complaint as an individual or as a nominated representative of your organisation
- Briefly describe what your complaint is about, stating relevant dates and times if applicable.
- List your concerns starting with the most important concern.
- Be clear about what you are hoping to achieve (for example an apology, explanation, etc.)
- State your preferred method of communication.
- It will assist the Resource Worker if extra information and/or copies of relevant documents are attached to your complaint.

Dealing with Your Complaint

We will formally acknowledge your complaint within a maximum of five (5) working days and let you know how we intend to deal with it.

Should you have any particular requirements for example, if you have language difficulties we will endeavour to facilitate you to the fullest extent.

We will deal with your complaint in an open and honest way.

We will make sure that your interactions with us in the future do not suffer just because you have made a complaint.

If you are making a complaint on behalf of somebody else, we will need their agreement in writing to you acting on their behalf.

Investigation

We will tell you who we have asked to investigate your complaint. If your complaint is straightforward, we will usually ask a member of staff to look into it and get back to you. In some cases, if the complaint is serious, we may ask someone from outside the PPN to investigate.

We will set out to you our understanding of your complaint and ask you to confirm that we have got it right.



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The person looking at your complaint will usually need to see the documents we hold relevant to your complaint. Any objection must be made in writing stating the grounds on which the objection is based.

We will aim to resolve concerns as quickly as possible and expect to deal with the vast majority within 30 working days.

If your complaint is more complex we will:

- let you know within this time why we think it may take longer to investigate
- tell you how long we expect it to take
- give you regular updates on any progress made

The person who is investigating your concerns will aim first to establish the facts. The extent of this investigation will depend on how complex and how serious the issues you have raised are. In complex cases, we will draw up an investigation plan.

In some instances, we may ask to meet you to discuss your complaint. Occasionally, we might suggest mediation or another method to try to resolve disputes.

When investigating your complaint, we will look at relevant evidence. This could include files, notes of conversations, letters, emails or whatever may be relevant to your complaint and to interview parties who may be of assistance.

Outcome

You will be advised of the outcome and given the reason[s] underlying the decision.

If we got it wrong, we will rectify in so far as it is possible. We will always apologise and make any appropriate adjustment to practices or policies and advise you when this has been done.

What to do if you Need Help

Our staff are always available to assist you. Members of the Secretariat should not be communicated with individually except in very exceptional circumstances as the Secretariat acts as a collegiate body.

What We Expect from You



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In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a complaint. We do not view behaviour as unacceptable just because someone is forceful or determined.

We believe that all complainants have the right to be heard, understood and respected. However, we also consider that our staff and volunteers have the same rights. We, therefore, expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.

Confidentiality

Your complaint will be dealt with in the strictest confidence and at all times in accordance with data protection legislation.



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Draft DLR PPN Complaints Form

A: YOUR DETAILS

Name:

Address:

Email Address:

Daytime Telephone (if applicable)

Evening Number (if applicable)

Please let us know how you prefer to be contacted:

Your requirements

If our usual way of dealing with complaints is difficult for you, please tell us so that we can discuss how we might help you.

The person who experienced the problem should normally fill in this form. *If you are filling this in on behalf of someone else, please fill in section B.* Please note that before taking forward the complaint we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.



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B: MAKING A COMPLAINT ON BEHALF OF SOMEONE ELSE

Their Name:

Their Address:

What is your relationship to them?

Why are you making the complaint on their behalf?

C: YOUR COMPLAINT (Please use the Notes pages if needed)

What do you think we did wrong, or failed to do?

Describe how you, or the person you are representing, suffered or has been affected

What do you think should be done to put things right?

Have you already put your concern to the person responsible for delivering the service? If so, please give brief details of how and when you did so.



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If you have any documents to support your concern/complaint, please attach them with this form.

Signature:

Date:

When you have completed this form, please send it to:

Dún Laoghaire-Rathdown Public Participation Network.

The Old Post Office, 7 Rock Hill,

Main Street,

Blackrock, Co. Dublin

NOTES:
