



Complaints Policy

DFI POLICY DOCUMENT					
Policy Owner: DFI Board of Directors					
Rev. No.	Approved by Manager (Member of Mgt Team)	Approved by DFI Board	Renewed	Operational Period	Description of Changes
1.0	√	√			First edition
1.1	√		28.08.2019	2019-2020	None
1.2	√ (Allen Dunne)	09.03.2023		2022-2025	Table of Contents and Ombudsman contact details added

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Complaints Process

The Disability Federation of Ireland (DFI) have a complaints process in place. This process has been developed to ensure all complaints to DFI are dealt with in an open efficient and sensitive manner with highest regard for our users, partners and our stakeholders. DFI has put in place this complaints process to ensure a proactive response to any complaints that may arise, and to address its responsibilities under the Health Act 2004 with regard to responding to, and reporting of, complaints.

DFI invites any person or organisation that has a complaint or has concerns to contact our Complaints Officer and to provide us with information that will assist us to develop and maintain high standards in our relationships and engagement with them and others.

What is a Complaint

A complaint may relate to a decision or action concerning the business of DFI. It may also relate to how DFI carry out its functions for instance it may be claimed that DFI has carried out its functions while not being in accordance with:

1. The rules, practices or policies of the organisation,
2. The generally accepted principles of equity and good administrative practice,
or
3. If it is felt that it adversely affects the person concerned, or if the complainant believes that he / she was treated in a discourteous or otherwise unsatisfactory manner.

Registering an Informal Complaint

Any individual or organisation can make a complaint to DFI if they have concern about the delivery of DFI services or other relevant issues. Complaints may be submitted by phone, through direct contact, e-mail or otherwise. Ideally the person making the complaint should initiate the contact but they may be assisted by another person assisting or acting on their behalf.

All complaints should preferably be made informally, at point of contact in the first instance where the matter is brought to the attention of the staff member concerned either directly or through a third party.

If the complaint cannot be dealt with at point of contact, the assistance of a more senior staff member should be sought to try to resolve the situation.

It is in this way that DFI aims to ensure that every opportunity is taken to address complaints as soon as possible without resorting to a more formal process.

Registering a Formal Complaint

Complainants are encouraged to use the informal complaints procedure as far as possible. However, if the complaint cannot be dealt with informally, the formal complaints procedure should be implemented as follows:

1. The complainant should be requested to submit the complaint in writing (please see complaints form).
2. Each formal complaint should be referred to the Complaints Officer.
3. All complaints will be dealt with discreetly, subject to the need to investigate the facts involved.
4. All data gathered will be recorded and stored in accordance with the Data Protection Act.
5. The complainant should be assured in every case that the complaint is being taken seriously and that they are being treated fairly.

Investigation and Report:

1. The Complaints Officer will acknowledge receipt of complaint within five working days.
2. The Complaints Officer may request further information from the complainant and, if deemed necessary, the Complaints Officer will consult with all relevant parties regarding the matter.
3. The Complaints Officer may also, if appropriate, request a report in relation to the complaint from the relevant staff member(s).
4. Where appropriate the Complaints Officer may discuss a complaint with relevant staff.
5. A summary of the findings and decision arising from the complaint will be given to the complainant and the DFI Management Team.
6. This will be completed within six working weeks from the date of receipt of the complaint where possible, or as soon as possible in instances where relevant information is not readily available.
7. Management and relevant staff will be informed of the outcome of a complaint.

Appeals Procedure

Where a complainant is not satisfied with the outcome of the Complaints Process they can appeal the outcome to the appointed Complaint Appeals Officer.

Registering a Formal Appeal in relation to a Complaint:

1. The complainant should be requested to submit the details of the appeal in writing to the appointed Complaints Appeals Officer.
2. All appeals will be dealt with discreetly, subject to the need to investigate the facts involved.
3. All data gathered will be recorded and stored in accordance with the Data Protection Act.
4. The complainant should be assured in every case that the appeal is being taken seriously and that they are being treated fairly.

Investigation and Report:

1. The Complaints Appeals Officer will acknowledge receipt of appeal within five working days.
2. The Complaints Appeals Officer may request further information from the complainant and, if deemed necessary, the Complaints Appeals Officer will consult with all relevant parties regarding the matter.
3. The Complaints Appeals Officer may also, if appropriate, request a report in relation to the complaint from the relevant staff member(s).
4. Where appropriate the Complaints Appeals Officer may discuss a complaint with relevant staff.
5. A summary of the findings and decision arising from the complaint appeal will be given to the complainant and the DFI Management Team.
6. This will be completed within six working weeks from the date of receipt of the complaint appeal where possible, or as soon as possible in instances where relevant information is not readily available.
7. Management and relevant staff will be informed of the outcome of a complaint appeal.

Contact Details

Title	Contact Details
Complaints Officer	Allen Dunne Disability Federation of Ireland Fumbally Court Fumbally Lane Dublin 8 Tel: 01 4547978 Email: allendunne@disability-federation.ie
Complaints Appeals Officer	DFI Chairperson
Ombudsman (to request an external review of the complaint)	Office of the Ombudsman 6 Earlsfort Terrace Dublin 2 D02 W773 Tel: 01 639 5600



DFI Formal Complaint Form

This form may be used to make a formal complaint about services provided by the Disability Federation of Ireland. A complaint may also be submitted in person, with an assistant, by phone, e-mail or by someone acting on your behalf.

If you need information in a different format (eg Braille, large print etc) or if you have other specific needs, please let us know.



Full contact details are listed at the bottom of this form.



This form should be read in conjunction with DFI Complaints Policy available from the DFI office.

First, please give us your details:

Surname		title
First name(s)		
Address for writing to you		
Daytime phone		
Home phone		
Mobile		

If you are making this complaint on behalf of a business, charity or trust please fill in these details:

Organisation Name	
Address	
Phone	
Email	

Please tell us what your complaint is about:

<ul style="list-style-type: none"> ▪ When did the alleged incident take place? 	<div style="display: flex; justify-content: space-around; font-size: small;"> day month year </div>	
<ul style="list-style-type: none"> ▪ Where did it take place? <hr/>		
<ul style="list-style-type: none"> ▪ Who was involved? 		
<ul style="list-style-type: none"> ▪ Was any effort made to resolve this informally? 	Yes	No
<ul style="list-style-type: none"> ▪ If yes, please set out details: <hr/>		

Any other details that you think will help us understand your complaint?

Please sign below. If you are signing on behalf of an organisation, please include your job title.

Signature

Date

Job Title

Please send completed form to:

By Email: allendunne@disability-federation.ie and cc. info@disability-federation.ie

By Post: Allen Dunne, Complaints Officer, Disability Federation of Ireland,
Fumbally Court, Fumbally Lane, Dublin 8, D08 TXY8