



# Focus Ireland & Focus Housing Customer Complaints Policy

Focus Ireland / Focus Housing Association is constantly working to improve the service we provide to customers. If you believe that we have not given you the best possible service then tell us about it. Your complaint gives us the information we need to improve our services.

## How to Make a Complaint

You can make an informal complaint in person by phone, email or in writing but if you want to make a formal complaint please use this form.

## Complaint Stages:

### Informal Complaints

Please speak to a staff member about your complaint – they may be able to sort it out immediately.

### Formal Complaints

Making a formal complaint is a four stage process – see below.



**FOCUS**  
Ireland

## Formal Complaints Process

### Stage 1

#### How?

Fill in the complaints form or ask someone to do this with you.

#### When do I have to do this by?

You must forward your complaint within 3 months of the issue arising.

#### Who will deal with the complaint?

A Project Leader or Property Team Leader.

#### When will I hear back?

Within 7 working days, if it's going to take longer we will tell you.

#### What can I do if I'm unhappy with the outcome?

You can explain why you're unhappy and ask for the complaint to be dealt with at stage 2.

### Stage 2

#### How?

Explain the reasons you are unhappy with the outcome of the complaint.

#### When do I have to do this by ?

Within 4 weeks of hearing the outcome of your complaint.

#### Who will deal with the complaint?

A Service Manager or Property Operations Manager.

#### When will I hear back?

The relevant manager will let you know they received your complaint within 3 working days and decide if an investigation is necessary.

### Investigation

#### How?

The relevant manager will ask the investigation team to look into the complaint.

#### Who will deal with the complaint?

An investigation team who do not work in the area you are complaining about.

#### When will I hear back?

The investigation team will try to find a solution to the complaint within 14 working days.

#### What can I do if I'm unhappy with the outcome?

You can ask for the complaint to be forwarded to stage 3 of the process.

### Stage 3

#### How?

You can request a review of your complaint stating the reasons you are not satisfied and ask for it to be forwarded to the next stage.

#### When do I have to do this by?

Within 4 weeks of hearing the outcome of your complaint.

#### Who will deal with the complaint?

The Director of Services or the Director of Property

#### When will I hear back?

You will get a receipt of your complaint within 3 working days, and will get an outcome to your complaint within 20 working days.

#### What can I do if I'm unhappy with the outcome?

You can look for a review of your complaint from an external organisation.

### Stage 4

#### How?

You can speak to a staff member about asking for a review of your complaint from an external body.

#### Who will deal with the complaint?

This will depend on what your complaint was about. Examples of such organisations are Dublin Regional Homeless Executive, TUSLA Child and Family Agency, Ombudsman for children, Residential tenancies board.

### What can Focus Ireland do if my complaint is upheld?

If your complaint is upheld Focus Ireland will ensure there is an outcome from your complaint.

These can include :

- An explanation for the action or incident that caused the complaint
- An apology for any hurt, hardship or inconvenience caused.
- Action taken to address the problem
- Admission of fault
- Change of decision
- Recommendations to change relevant policy or procedure

## Contact Details

**Dublin**  
15 Eustace St,  
Dublin 2  
T: 01 671 2555  
help@focusireland.ie

**Limerick**  
7a Catherine Place  
Limerick  
Tel: 061 405 300  
help@focusireland.ie

**Cork**  
27 South Mall  
Cork City  
Tel: 021 427 3646  
help@focusireland.ie

**Waterford**  
Grange Cohan  
St. John's Park  
Waterford  
Tel: 051 879 810  
help@focusireland.ie

**Kilkenny**  
1 Garden Row  
Kilkenny  
Tel: 056 779 4565  
help@focusireland.ie

**Sligo**  
69 Lower John St  
Sligo  
Tel: 071 914 9974  
help@focusireland.ie

If your area is not listed here please contact:  
**Focus Ireland, 9-12 High St, Dublin 8 T: 01 8815900**

**FOCUS**  
Ireland