

Customer Complaint Form



What is the purpose of this form?

This form allows us to record your formal complaint and ensure it goes to the right place, is dealt with by the right person and is responded to within an appropriate timeframe. In order to ensure this happens we would appreciate if you could fill in details requested below.

Is your complaint in relation to?

- Focus Ireland Support Services
- Focus Housing Association
- Other (please detail)

Please tick the box (es) below which relate to your complaint

- Anti social behaviour
- Access to services
- Delivery of Service issue
- Discrimination
- Staff conduct
- Health & Safety
- Financial (e.g. rent, service charge, rent review)
- Confidentiality
- Maintenance not followed up within time frame agreed
- Other (please detail)

Have you already reported this concern?

- Yes
- No

If yes can you tell us who you reported to?

Please give us more detail on the specifics of your complaint – Date, time of concern, what happened etc

In your view what is the best solution to your complaint?

Customer Name _____ Signature _____

Phone _____ Email _____ Date _____

Office use only

Complaint received by _____ Date _____

Customer Complaints Policy



Focus Ireland & Focus Housing Association



Challenging homelessness. Changing lives.

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.



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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

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