



OR0012 SHEP's FORMAL COMPLAINT FORM

Informal Complaint Resolution

Most grievances or complaints can be resolved informally, and as close to the origin of the complaint as possible. Complaints should be raised with the appropriate SHEP personnel or member of staff who will make every effort to provide a corrective/preventative solution or an explanation of what has happened. In most cases a personal response to the complaint, by staff, may be adequate. But if appropriate, or where requested, a written response (by e-mail or letter) may be provided.

Formal Complaint Process

If, having followed the informal route, the complainant believes that his/her concerns have not been properly addressed or where the complaint is particularly serious or confidential then a formal complaint may be made. To raise a formal complaint the Project's formal complaint form should be completed, providing as much detail as is relevant including any dates, times and witnesses to any act or incident.

YOUR DETAILS -	PLEASE WRITE CLEARLY
NAME:	
CONTACT ADDRESS:	
CONTACT PHONE:	
CONTACT E-MAIL:	

DETAILS OF YOUR COMPLAINT:

Please describe the nature of your complaint. Please explain who (if anyone) was involved.
(Attach separate sheets if necessary).

Who did you approach to resolve your complaint informally?

Include the staff member's name and date raised:

What action was taken to resolve your complaint:

How do you propose the complaint could be resolved to your satisfaction?

Return this form, <u>marked confidential</u> to:	What happens next:
<p>(The relevant staff member) The Social and Health Education Project</p> <p><i>Or if appealing a decision of staff member or in the case of a complaint against a staff member:</i> The Director, Social and Health Education Project, Ardfoyle Crescent, Ballintemple, Co. Cork.</p> <p><i>Or if appealing a decision of Project Director or in the case of a complaint against the Project Director:</i> The Chairperson of the SHEP Human Resources Sub-Committee, Social and Health Education Project, Ardfoyle Crescent, Ballintemple, Co. Cork.</p>	<p>You should receive a formal acknowledgment of your complaint within the next 7 working days.</p> <p>You will then normally receive a substantive response within 4 weeks.</p>

FOR OFFICE USE ONLY:

DATE RECEIVED:		ACKNOWLEDGED:	
1 ST Action Notes:		2 nd Action Notes	

A copy of this form and any attachments will be provided to the person complained about so that they are given a chance to make comments should they wish to do so. This form will be retained in accordance with our data protection and data retention policy.