

Liferskills Plus - Appendix B

INFORMATION SHEET 2- COMPLAINTS PROCESS

What happens once I make a complaint?

Once you have made a complaint it will be given to the most appropriate person to look into it – in most instances it will be the CEO. If your complaint is about a specific Liferskills Plus Inc. staff member or volunteer that person will not deal with it.

Your complaint should be acknowledged either verbally or in writing within 48 hours of Liferskills Plus Inc. receiving it, depending on severity of complaint.

If your complaint is simple then it may be resolved immediately. If more information is needed it may take longer to resolve. You should hear from someone to discuss your complaint further within 3 working days (for critical complaints) or within 2 weeks (for non critical complaints) of Liferskills Plus Inc. receiving the complaint.

Liferskills Plus Inc staff will

- Explain what will happen while the complaint is being dealt with
- Tell you who will deal with the complaint
- Help you get assistance such as an advocate or interpreter if required.
- Ask your consent to make further enquiries, as necessary.

If your complaint needs to be investigated further Liferskills staff will keep in regular contact to update you on how things are progressing as agreed with you. Liferskills Plus Inc aims to have complaints resolved within 30 days of receiving the complaint.

Once the complaint is resolved as far as possible, you will be informed of the outcome. You may wish to raise any ongoing problems or concerns at this time.

Sometimes it may not be possible for a complaint to be resolved completely. If this is the case Liferskills Plus Inc. staff will work with you to look at other options to address your issues.