

# Complaints Procedure

The Complaints Officer is the Director of Services:  
Michael Williams



A complaint can be made in a number of ways:



**In Person**

- To staff on duty; to a Care Manager or directly to the Complaints Officer



**By Telephone**

- To a Care Manager or directly to the Complaints Officer



**By Letter**

- Directly to the Complaints Officer;
- c/o 1 & 2 Hillside, Greystones, Co. Wicklow



**By e-mail**

- Directly to the Complaints Officer;
- at michaelwilliams@peacehaventrust.com

For written complaints, please try and give a full and clear description of the concern, including names, dates and locations, so that the complaint can be answered quickly.

A complaint must be made within 12 months of the event concerned, or from when you first knew of the concern.

Timeline For Dealing with a Complaint:



The four ways to resolve a complaint:



A complaint or an outstanding complaint can be reviewed by the Ombudsman.

All Peacehaven Trust Complaints are externally monitored by Caroline Yeomans.

