

PEACEHAVEN TRUST CLG

**COMPLAINTS PROCEDURE BOOKLET
FOR
ALL PEACEHAVEN TRUST RESIDENTS**

February 2026 update

PEACEHAVEN TRUST IS RUN BY THE BOARD OF MANAGEMENT

The Board of Management is compiled of people who are all members of the Presbyterian Church in Ireland - two of whom are part of their Council for Social Witness. A Regional Manager of the Council for Social Witness has line management responsibility for Peacehaven Trust on behalf of the Board of Management.

Peacehaven Trust CLG Board of Management is made up of the following people:

The Chairperson: Rev Andrew Gill (Minster, Blackrock)

Board Members: Rev David Brice (Convenor of the Council of Social Witness)
Linda Evans (Member Greystones Presbyterian Church)

The Regional Manager for the Council of Social Witness currently is:
Michael Williams

Dear Resident,

We hope you will have no reason for complaint and want you to know that every effort will be made to ensure you receive the best possible care.

If you have any concerns regarding your care, you may make a complaint, or suggestion, to any staff or directly to Graham Egan (who is the Complaints Officer).

This is also true if you are a close relative or advocate of a resident who cannot speak for themselves, or if you have a suggestion as to how we might improve our service.

You will find in your house a wall-chart to guide you how to make a complaint, and what the process is.

The chart informs you that the Complaint's Officer is Graham Egan. In addition to Graham, all complaints are reviewed by an External Monitoring Officer, who is Michael Williams PCI's Council of Social Witness Regional Manager.

Yours sincerely,

Graham Egan
(Acting) Services Manager (and Complaints Officer).

Mission Statement

Peacehaven Trust CLG provides Residential Care Services for adults with a range of disabilities.

We aim to support each Resident physically, emotionally and spiritually, while respecting their dignity and unique individuality.

Peacehaven Trust CLG operates from a Christian ethos and respects the beliefs of all.

What is a complaint?

A Complaint is: if someone does or says something to you, that you do not like and that you do not want to happen again.

A Complaint is: if you feel you are not getting the service promised to you by Peacehaven Trust CLG.

A Complaint is: if you feel your opinion is not being listened to.

A Complaint is: if you feel a sense of injustice or that Peacehaven or a member of staff has let you down.

A Complaint is: if you feel you have been treated unfairly by a member of staff or management.

As you can see a Complaint is anything that you feel is wrong and that you want to see changed.

This Complaints Document is a user-friendly version of the HSE Complaints Procedure which is available on request from The Director of Services.

What do I do first?

- 1. Talk to the person/staff member you have a complaint about.
You can bring someone with you for support.**
- 2. You could also bring up the complaint at a House Meeting and try to resolve the issue.**
- 3. Remember your Key Worker/Staff are there to help you.**
- 4. Through talking about your complaint with the person/staff member involved you may feel that the problem is resolved.**
- 5. If after talking with the person/staff member you feel the complaint is still a problem and you are still unhappy follow the advice on page 6**

Contact the Complaints Officer, who is also the Services Manager.

You can do this by making an appointment to see him

Or by phone 085 7584144

Or email graham@peacehaventrust.com

What if I am still unhappy?

- 1) Using the complaints form, write your complaint and what you would like to see happening and give it to the Complaints Officer.
- 2) They will write to you to say they have received your complaint within 2 days if possible.
- 3) They will endeavour to set up a meeting within 5 days of receiving your complaint and invite you to it.
- 4) At this meeting will be you, your representative/advocate, the care manager(s) the member of staff/person involved and their representative.
- 5) At this meeting everyone will discuss what needs to happen. Actions will be planned and written down. A second meeting will be arranged to see that all actions were taken and if everyone involved is now happy.
- 6) However if you feel the problem still exists you can follow the advice on page 7, and register your concern in writing, or call the Council for Social Witness Office and ask for the Regional Manager for Peacehaven Trust - on **087 9573227**
If Michael is not available leave a message and he will call you back as soon as he can.

WHAT IF MY MANAGER(S) CAN'T HELP

- 1) Send your written complaint to The Regional Manager of the Council for Social Witness – Presbyterian Church in Ireland.
- 2) The Regional Manager will write to say they have received your complaint and advise you about what is going to happen.
- 3) The Regional Manager will set up a panel meeting within 10 days of receiving your complaint.
- 4) The people at this meeting will be you; your advocate; the person/member of staff involved and their representative; the Regional Manager and their representative. An external person that you have all agreed to will also be there. *For some complaints the Regional Manager may meet you and your advocate separately to the staff involved and their representative.*
- 5) At this meeting everyone can discuss the complaint. The member of staff will also get to tell their view.
- 6) The panel will then discuss the issue in private and make a decision. Neither you nor your advocate, nor the person/member of staff involved will be present at this part of the meeting.
- 7) The decision of this meeting will then given to you and your advocate. If you are happy, the complaint will be recorded as resolved and closed.
- 8) However, if you feel the problem still exists you will be given information about external agencies you can take your complaint to the Ombudsman.

Leigh Gath
Confidential Recipient,
Vocational Training Centre,
Dooradoyle, Co. Limerick
Phone: 1890 100014
e-mail: leigh.gath@crhealth.ie

or the

The office of the Ombudsman,
18 Lower Leeson Street, Dublin 2
Phone: 353 1 6395600

My record of Complaints

My Name: _____.

Date: _____ Complaint given to: _____

What happened _____

Date: _____ Complaint given to: _____

What happened _____

Date: _____ Complaint given to: _____

What happened _____

Peacehaven Trust CLG

COMPLAINTS FORM to the Complaints Officer

Please hand or mail the completed form to The Complaints Officer. It is also recommended that you keep a copy.

To: _____ Manager
From: _____
House: _____

I wish to complain about

I think the problem might be put right by _____

Signed:

Peacehaven Trust CLG

COMPLAINTS FORM to PCI's Regional Manager

Written complaint to The Regional Manager, Council for Social Witness.

Please hand or mail the completed form to The House Manager.
It is also recommended that you keep a copy.

To: _____ Regional Manager

From: _____ Date: _____

House: _____

I made a complaint in writing to: _____ The Services Manager.

On: _____

We had a meeting and a follow-up meeting but I am still unhappy with the outcome.

I should like to present my complaint to you and the Complaints Panel.

I wish to bring my friend/advocate/representative with me.

I look forward to hearing from you

Signed:
