

Complaints

ALONE staff and volunteers work with older people who need additional support to age at home. Our 4 services are Support Coordination, Befriending, Supportive Housing and Campaigns for Change.

We want all older people that we work with to feel comfortable and safe when using our services.

If you are not happy with any of our services, staff or volunteers, we want to know about it.

We promise you that all of your concerns and or complaints will be dealt with fairly, respectfully and confidentially.

Tell us about your concerns or complaints by:

- Phoning our office on (01) 679 1032 or
- Sending us an email to HR@alone.ie or
- Talking to your Support Coordinator about it.

We will contact you to talk to you about your concerns or complaints. If we need to take actions or make changes to sort out any issues, we will do so.

We will get back in touch with you to check if you are happy that the complaint has been fixed. If you are happy with the solution, we will close off the complaint. This is an **informal** complaint.

If you are not happy that the complaint has been fixed, we will ask you if you would like to make a **formal** complaint. A **formal** complaint means that you have to write down your complaint and send it to us. We can help with this if you like, please ask one of our staff.

When we get your formal complaint, we will write back to you within 5 days. We will meet with you as soon as we can, to talk about the complaint.



Helping older people in need

We will investigate the complaint and we will let you know what we find out. If we need to make changes or take actions to make sure this doesn't happen again, we will tell you about these too.

We hope that you will be happy with this solution. We may ask you to sign our complaints form to record that you are happy with the solution.

But if you are not happy with our solution, you can appeal it. Your appeal will either go to the Chief Executive Officer (CEO) of ALONE, Sean Moynihan or to the Board of ALONE.

The complaint will be looked at by the CEO and or the Board. Any decisions made through this appeals process will be final and accepted by all parties involved.

False Allegations

If any person makes ongoing **false or malicious allegations**, we will take these seriously. The CEO and or the Board of ALONE will investigate these allegations. They will decide what further actions should be taken.