



Complaints Policy

DFI Policy Document				
Policy Owner: Board of Directors				
Rev. No	Approved by Member of Management	Approved by DFI Board	Date of next review	Description of changes
1.0	√	√		First edition
1.1	28.08.19			No changes
1.2	√	09.03.23	26-Q1	Table of Contents and Ombudsman contact details added
1.3	10.04.2026	14.05.26	29-Q1	Simplified the language and general update

Complaints Policy

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1. Purpose

This policy is about complaints. It is written as simply as possible.

It ensures anyone who has a complaint knows:

- How to raise it
- What will happen next
- How long it should take
- What outcomes they can expect

DFI welcomes all complaints and compliments. This feedback helps us understand what is working well and where we need to improve.

We will use the DFI Values to guide us when we are managing a complaint:

- **Respect:** Treat all complaints in an open, respectful and sensitive way
- **Inclusion:** Make it easy for you to give feedback
- **Empowerment:** Listen carefully and take your complaint seriously
- **Fairness:** Respond clearly and within set timeframes
- **Collaboration:** Use feedback to improve our work

2. Scope

The complaints policy applies to everyone who is not a DFI staff member. Any individual or organisation can make a complaint to DFI about DFI. If you have a complaint about another organisation, DFI will direct you to that organisation's complaints policy.

Note: Staff, volunteers, and interns' complaints are not covered by this policy; the DFI HR manual sets out how staff, interns and volunteers can make a complaint.

3. Definitions

3.1 Complaint

A complaint is when you are unhappy and want a response from us. This may include negative experiences, feeling that rules or policies were not followed, or being treated in a discourteous manner. DFI report complaints to the HSE regularly

4. The process for managing complaints:

DFI manages complaints in line with the HSE 'Your Service Your Say' Policy. There are 4 stages when managing a complaint.

Stage 1: Local Resolution

- This is when you give feedback directly to a staff member.
- The staff member addresses your complaint immediately if they can.
- If the complaint is not resolved within 48 hours, the staff member escalates it to their line manager or complaints officer.

Stage 2: Formal Complaint

- If the line manager cannot address your complaint, it is passed to the complaints officer.
- The complaints officer acknowledges your complaint within 5 working days.
- We use the complaints form in appendix A to help us record your complaint.
- We will ask you to give us more information if we need it.
- A report is issued with findings and recommendations within 28 days.

Stage 3: Internal Review

- If you are not happy with the report you can ask for an internal review.
- A complaints appeals officer examines the process and outcomes of your complaint.
- This is completed within 20 working days or we will provide an update.

Stage 4: External Independent Review

- If you are not happy with the internal review you can refer your complaint to the Ombudsman or Ombudsman for Children.
- DFI will cooperate fully with the external review.

5. Contact Details

Complaints Officer: Allen Dunne Deputy CEO	Tel: 01 4547978 allendunne@disability-federation.ie
Complaints Appeals Officer: Elaine Teague, CEO	Tel: 01 4547978 elaineteague@disability-federation.ie
Ombudsman: Office of the Ombudsman – 6 Earlsfort Terrace, Dublin 2	Tel: 01 639 5600

Appendix 1: Complaint Form

Tell us about your complaint

We want to hear from you. If something has not gone well, please let us know so we can understand, put things right, and improve. This online-friendly form is designed so you can type directly into each field or you can print it and fill it out. If you prefer not to send in a form you can make a complaint in person, on the phone, by email or in any way that suits you best.

1. Your Details:

Name:

Preferred contact method (phone, email, post):

Contact details:

2. Are you making this complaint for someone else?

No Yes

If yes, name of person or organisation:

Your relationship to them:

3. Tell us what happened

Please describe your concern or complaint:

4. When and where did this happen?

When:

Where:

5. Who was involved?

6. Have you already tried to sort this out?

Yes No

If yes, what happened:

7. What would you like to happen now?

8. Anything else you would like us to know?

9. Signature (optional)

Signature:

Date:

If signing for an organisation, your role:

10. How to send this form

Email: allendunne@disability-federation.ie (cc: info@disability-federation.ie)

Post: Allen Dunne, Complaints Officer, Disability Federation of Ireland, 2 Dublin Landings, Dublin 1, D01V4A3