

What do you think of your Service?

KNOW
YOUR
RIGHTS

You have a right to a safe and quality service.

We want to make sure that we do a good job.

We want you to tell us if you are not doing a good job.

We want you to tell us what you think of your service.

You can tell us what we did well.

You can tell us what we did not do well.

You can tell us if we did not do something that we should have done.

We will do our best to fix anything that we did not do well.



Give a comment. What did you think?

Give a compliment. What was good?

Make a complaint. What was not good?



A comment, compliment or a complaint can be about:

- The Service
- The staff who support you
- How you were supported
- Something else

You can talk to a **Complaints Officer**.

Here is a photo of the Complaints Officer near you.

Insert Photo(s) here

Make sure to include the name of the
Complaints Officer.

What do you think of your Service?

You can talk to any staff member when they are working.



GHEEL 

You can tell staff at a meeting.



You can write on a piece of paper and give it to a staff member.



You can send it in the post to Gheel Autism Services, Unit 1-2 Ballymun Enterprise Centre, St. Margaret's Road, D11 CVY6

You can send an e-mail to info@gheel.ie.



You can fill out a feedback form and give it to a staff member.



You can tell a staff member on the phone or contact Gheel Director of Operations on 086-1448724.



You can ask a family member or a friend or a staff member to help you or we can tell you where you can find an advocate to help you.



We will try to help you and make you happy.



What do you think of your Service?

We will record your complaint on an online recording system.
The system is called Q-Pulse.



We will follow Gheel instructions to make sure that we investigate the problem for you. These instructions are called the Gheel Feedback Policy.

Gheel Managers and the Complaints Officer will make sure we follow the Gheel Feedback Policy.

We will be kind.



We will be quick.



We will tell you what is going to happen.



We will tell you how long it will take.



We will keep your details safe and private.



If you are not happy with the decision about your complaint, we will tell you what you can do next and who can help you.

