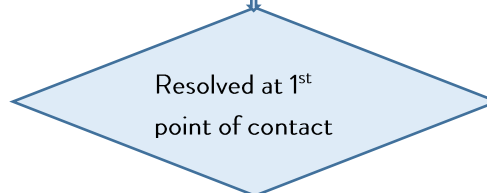


# ISPCC Complaints Procedure

## Stage 1: Verbal Informal

Verbal Complaint is made to any ISPCC staff member/  
ISPCC complaints officer



Yes



## Stage 2: Formal Written

Unresolved formal complaint becomes formal  
written complaint to complaints officer.  
Acknowledged within 5 working days

Formal written complaint received by staff  
member/complaints officer  
Acknowledged within 5 working days

Acknowledgement & Review by complaints officer in order to consider next steps



Yes



No

Yes

Informal  
Resolution?

No

Investigation



Yes

No

## Stage 3: Appeal to Director/Ceo or External (HSE.Tusla, etc.)

Complainant Unhappy with outcome may refer complaint to ISPCC Director/CEO or  
Funding Organisation (e.g. Tusla, HSE, etc.) - where appropriate

Complaint reviewed by ISPCC  
Director/CEO or funding organisation.



Yes



No

## Stage 4: Appeal to Office of Ombudsman/Ombudsman for Children

Complainant unhappy with outcome of this or any stage of the process may refer complaint to the office of the Ombudsman /Ombudsman for Children or decide to go directly to the office of the Ombudsman/Ombudsman for Children.