

Service Improvement

We also want to hear from you if you have a compliment or comment.

Please contact:

The Complaints Officer

Praxis Care
25-31 Lisburn Road
Belfast BT9 7AA

Tel: 048 9023 4555



Further Information

If you would like to receive this in a different format or language, or if you would like more information on this subject, please contact:

Praxis Care

Unit 18, Ardee Business Park
Hale Street, Ardee, Co Louth, A92 XH76
Tel: 041 687 1904

praxiscare.org

Companies Registration Office (ROI)
Company Number: 908491

Praxis
Care 



Complaints and Comments

Information on how to
improve Praxis Care's services

Republic of Ireland



Produced in Partnership
with Service Users

What is a complaint?

A complaint is when you are unhappy with a service.

This could be when:

- Staff or the service does something in the wrong way
- Staff or the service doesn't do something that should have been done
- Staff or the service does something that should not have been done

Who can help you make a complaint?

- A member of staff
- A social worker or nurse
- A family member or friend
- A co-production group
- An advocate

Six promises

- We will respond to your complaint within 2 days of receiving it
- We will talk to you and meet with you, if you want
- We will work out a plan with you to make things better
- We will not tell anyone else about your problem or complaint
- We will always say sorry if we have done something wrong
- We will tell you what we are doing to put things right

How you can make a complaint

Contact a member of staff in the service who will try to resolve the issue as soon as possible. If you wish to make a written complaint, you should address it to the Manager.

If you are unhappy about how your complaint has been dealt with at this stage, or if you have a serious complaint that you feel unable to raise with the Manager of the service, you should contact:

The Complaints Officer, Praxis Care, 25-31 Lisburn Road, Belfast, BT9 7AA
Tel: 048 9023 4555

The Complaints Officer will make a referral to the HSE for an independent review to be carried out. If you do not wish the HSE to carry out an independent review you can ask Praxis Care's Complaints Officer to carry out the review.

If after this you are still not happy about how your complaint has been resolved, you can ask the Ombudsman to carry out an independent review. The Ombudsman can be contacted at:

Office of the Ombudsman
6 Earlsfort Terrace
Dublin 2
D02 W773
Tel: 01 639 5600
LoCall: 1890 223 030
Fax: +353 (0)1 639 5674
info@ombudsman.ie
www.ombudsman.ie

Ombudsman for Children
Millennium House
52-56 Great Strand Street
Dublin 1
D01 F5P8
Tel: 01 865 6800
LoCall: 1800 20 20 40
oco@oco.ie
www.oco.ie

Other organisations that can help you with a complaint

HIQA – Health Information & Quality Authority
Tel: 021 240 9300
info@hiqa.ie

Mental Health Ireland
Tel: 01 284 1166
www.mentalhealthireland.ie

Citizens Information Board
Tel: 07 6107 9000
information@ciboard.ie
www.citizeninformationboard.ie

Office of the Confidential Recipient Training Services Centre Dooradoyle, Limerick
Tel: 087 188 0523 (office) or 087 665 7269 (confidential recipient)
Monday to Friday, 9 am to 5 pm
grainne.cunningham@crhealth.ie

Irish Advocacy Network
Tel: 04 738 918