



If you need help in making a complaint or comment. Our staff are trained in dealing with this and will be available and happy to help you.

You are also entitled to access independent advocacy services to support you in making a complaint. If things are still not resolved to your satisfaction, you may wish to take the matter further. You can do this by contacting your HSE or the Ombudsman's Office who can be contacted at:

Office of the Ombudsman,  
18 Lower Lesson Street,  
Dublin 2  
Tel: 0163955600 / 1890 233 030

Cork Association for Autism is committed to providing a quality service.

By making comments and suggestions you can help us to improve our services.

Cork Association for Autism values complaints as they allow us to learn and provide us with the opportunity to put things right.

Cork Association for Autism complaints procedures are subject to monitoring and inspection by the Health Information and Quality Authority (HIQA).

The HIQA also monitor and inspect Cork Association for Autism compliance with regulatory standards.

**HIQA**  
**Unit 1301**  
**City Gate,**  
**Mahon,**  
**Cork,**  
**T12 Y2XT**  
**Tel: (021) 240 9300**



**Complaint**

**Comment**

**Compliment**

## CORK ASSOCIATION FOR AUTISM COMMITMENT

We aim to provide high quality, safe and effective services. So if you have a comment, compliment or complaint about any of our services, please let us know.

If our performance is not up to standard or if you are unhappy, we need to know so that we can learn and improve the quality of services we provide. We will take your complaint seriously and treat it in confidence. Making a complaint does not affect your rights and will not result in the loss of any service.

### WE WANT TO HEAR FROM...

We want to hear from anyone who uses any of our services. You can also contact us on behalf of someone else, although you will generally need their consent.

You should try to provide us with details of:

How to contact you

Who or what you are complaining about;

Where and when the event that caused your complaint happened; where possible, what action you would like us to take.

### Our contact details are:

Cork Association for Autism  
Unit 4, Barryscourt Industrial Estate  
Carrigtwohill, Co. Cork  
Tel: 0214533642  
Email: [info@corkautism.ie](mailto:info@corkautism.ie)

## HOW TO COMPLAIN

### Step 1

*You can make your complaint in the way that best suits you. This can be face to face with staff that will try to resolve things for you straight away or you can also make your complaint by telephone, letter or by email.*

### Step 2

*Cork Association for Autism will acknowledge receipt of your complaint within 2 working days.*

### Step 3

*Cork Association for Autism investigation of your complaint will normally be undertaken within 10 working days.*

### Step 4

*You will normally be notified of the outcome and appeals procedure within 20 working days.*

## WHAT YOU CAN DO TO HELP

Help us improve our services by giving us your views, including comments, complaints and suggestions. You can do this by talking to staff or filling in surveys. You can also give feedback under 'Your Service, Your Say', the HSE's comments and complaints policy by:

- Emailing [yoursay@hse.ie](mailto:yoursay@hse.ie)
- Sending a letter or fax to any HSE location
- Ringing us on 1850241850
- Going to 'Tell Us' on the homepage of [www.hse.ie](http://www.hse.ie)
- Going to [www.healthcomplaints.ie](http://www.healthcomplaints.ie)

I wish to make a:

Comment ( )

Compliment ( )

Complaint ( )

Name:

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Address:

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What is you Comment, Compliment or Complaint

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