



CREATIVE ARTS THERAPY
FOR CHILDREN & YOUNG PEOPLE
LIFE CHANGING INTERVENTION

Blue Box Complaints and Compliments Procedure

At Blue Box, we are dedicated to providing the highest quality care and support for our clients. Your feedback is invaluable to us as we strive to continuously improve our services.

We would love to hear about your positive experiences with our play therapy services. If you or your child have had a particularly helpful or enjoyable session, or if there's a therapist or staff member who has made a significant impact, please let us know. Your compliments not only help us recognize and reward our dedicated team but also inspire us to maintain our high standards of care.

We also understand that there may be times when our services do not meet your expectations. If you are dissatisfied with any aspect of our service, we encourage you to let us know. Here is how you can make a compliment or complaint:

1. **In Person:** Speak directly to a staff member or manager at the service point where the issue occurred.
2. **By Phone:** Call Blue Box and request to speak to the Clinical Manager (Niamh) or Executive Director (Bryan) 061 315070.

3. **In Writing:** Send a detailed letter outlining your compliment or complaint to:

**The Blue Box Creative Learning Centre,
Unit 4B,
Limerick Enterprise Development Park,
Roxboro,
Limerick.
V94 HC9X**

4. **By Email:** Email your compliment or complaint to info@bluebox.ie.

Recording of Complaints

Once we receive your complaint, it will be recorded in our complaint management system. This includes:

- The date and time the complaint was received.
- The method by which the complaint was received (in person, phone, letter, email, or online).
- Details of the complainant (name, contact information).
- A description of the complaint.
- Any relevant supporting documentation provided by the complainant.

We aim to acknowledge receipt of all complaints within 5 working days. You will receive a confirmation of your complaint, including a reference number for your records.

Process Regarding Resolution of Complaints

Our process for handling and resolving complaints is as follows:

1. **Acknowledgement:** We acknowledge the receipt of your complaint within 5 working days.
2. **Assessment:** We assess the details of the complaint to understand the issue and determine the appropriate course of action. This may involve speaking with staff members, reviewing records, and gathering additional information.
3. **Investigation:** An impartial investigator will be assigned to handle your complaint. The investigator will thoroughly examine the circumstances surrounding your complaint.
4. **Resolution:** We aim to resolve complaints within 30 working days. If more time is needed, we will keep you informed of the progress and the reason for the delay.
5. **Response:** Once a resolution is reached, we will provide you with a detailed response. This will include:
 - The outcome of the investigation.
 - Any actions taken to address the issue.
 - Any changes or improvements we will make to prevent a recurrence.
 - Information on how to appeal if you are not satisfied with the outcome.

Appeals Process

If you are not satisfied with the resolution of your complaint, you have the right to appeal. Please submit your appeal in writing within 20 working days of receiving our response. Your appeal will be reviewed by a senior manager who was not involved in the original investigation.

We are dedicated to continuously improving our services and learning from feedback. All complaints are reviewed periodically to identify trends and areas for improvement. Thank you for helping us enhance our service quality.

This statement is designed to ensure transparency and clarity in how complaints are managed and resolved in line with the HSE's "Your Service Your Say" Policy.