



You Say, We Listen

How to Give Feedback and Make Complaints to Tusla

*A Guide for Children
and Young People*



An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

About Tusla

We are Tusla – the Child and Family Agency. Our job is to keep children and young people safe from harm and well cared for by working with them and their families.

We want to do a good job and we want to do things that help you and your family. You can help us to do our job better.

TELL US what you think and how we can improve

We will:

- **help you and your family to tell us what your views are;**
- **listen to your views;**
- **act on these views as appropriate.**
- **tell you how we have responded to your feedback and complaints.**

If we are doing a good job, we want you to tell us because we don't always know. This is called positive feedback.

When we get positive feedback, we can try to make sure we continue to do things the way you like or that you find helpful. We can get other staff to do things the same way and this will help other children.

If you don't think we are doing a good job, you can tell us. This is called a complaint. Complaints help us to know what we can do better and how we can do it.

What will happen when you Tell Us?

If you give us feedback, we will be in touch with you to thank you.

If you make a complaint, we will try to sort out your complaint quickly and we will be in touch with you within a week.

We may need to talk with you and meet with you, so we can fully understand your complaint.

We will look into your complaint and see what can be done. This might take up to 30 days. If it takes longer we will contact you every 20 days after that to let you know what is happening. We will tell you what we have done about your complaint.

If you are unhappy with how we deal with your complaint, you can ask for a review. This means that someone else in Tusla who is not working with you will then look at your complaint.

If you are still unhappy after this, you can contact the Ombudsman or the Ombudsman for Children and ask them to look at your complaint:

Ombudsman for Children's Office,
www.oco.ie
email: oco@oco.ie
Free phone: 1800 202 040

Office of the Ombudsman,
www.ombudsman.gov.ie
email: ombudsman@ombudsman.gov.ie
Free phone: 1890 223 030

Please Tell Us

**If we are doing a good job;
If we could do things better;
If you don't think we are doing
a good job.**

How to Tell Us?

1. You can talk to the person who is working with you or ask to talk to their manager or any Tusla person who is working with you.
2. If you want, someone you trust can tell us on your behalf, or you can ask that person to help you.
3. You can fill in the form attached to this leaflet and send it to tellus@Tusla.ie, floor 4, brunel building, heuston south quarter, dublin 8 or to the local address shown below.
4. You can fill out the online form which you will find on www.tusla.ie
5. You can email us at tellus@tusla.ie

Local address:

Feedback Form

Please **Tell us** what is the name of the service?

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What is the address of the service?

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What happened?

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When and where did this happen?

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Who was involved?

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Why you want to tell us about it?

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Feedback Form (continued from reverse side)

What would you like us to do about this?

Your name:

Your address:

Or email address, so that we can get back to you:

You can also leave your telephone number if you want us to contact you by telephone:

This information is confidential but may be shared if we believe there is a risk to you or any other child or young person.