

Are there other options?

In line with the Residential Tenancies Act **all Clúid tenancies are now registered with the Residential Tenancies Board (RTB)**. This allows you to apply to the RTB for a dispute resolution if you have an issue with your tenancy you feel you cannot resolve directly with us.

There are two methods of dispute resolution available from the RTB.

1. Mediation is the simplest and most efficient option. An independent Mediator will try to facilitate Clúid and yourself to come to an agreement that satisfies both parties.

2. Adjudication involves both parties presenting their evidence to an Independent Adjudicator who makes a determination on the issues in dispute where no agreement can be reached.

If no agreement is reached, you may be able to appeal to a Tribunal. For more information see www.rtb.ie or contact the RTB on 01-702 8100 or 0818 30 30 37.

Complaints records

We will keep detailed notes of your complaint so that we have a full record of what happened and how we responded. We use this information to review our service and to learn from any mistakes we may have made. If you have feedback on how we handled your complaint, we will be glad to hear it.

Clúid Housing Contact Centre

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clúid
housing

Making a
complaint



This leaflet gives you a summary of our complaints procedures. If you feel unfairly treated or think that we have given you poor service, please tell us. Your views are important to us.

When you make a complaint, we will always aim to:

- **Contact you** as soon as possible about your complaint
- **Ask you** how you would like us to resolve your complaint
- **Inform you** of what action we will take to address your complaint
- **Resolve** your complaint quickly and fairly
- **Give you an opportunity** to discuss the matter personally

Who do I tell if I am dissatisfied with a service from Clúid?

If you are unhappy with something we have done or not done, **please let us know**. Our frontline staff will aim to resolve the issue for you. But if you are not satisfied with the response you can make a complaint.

- **This complaint can be made verbally (in person or by phone) or in writing.** You can send an email or letter or use our complaint form. You can also make your complaint through an advocate.
- **Complaints about a member of staff** must be put in writing and sent to the Contact Centre Manager.
- We will consider who is the best person in Clúid to resolve the complaint. This could be a frontline staff member, but could also be the Manager responsible for a particular service or local team.
- **We will make contact with you** as soon as possible to listen to the details of the complaint.
- If the complaint cannot be resolved there and then, we will outline the next steps, as well as how long they might take.
- When we have completed the investigation **we will inform you clearly of our findings.**

What happens if I don't agree with Clúid's response?

If you are not satisfied with the outcome, you can ask for another review of the complaint.

The complaint will then be escalated to a more senior Manager. If you are still unhappy, it will be escalated to a Director.

Clúid will escalate a complaint no more than twice, so the full complaints process involves 3 stages. The decision made at the third stage is final.

