

Quarterly Report on Complaints Received by the DRHE

The Dublin Region Homeless Executive (DRHE) proactively encourages anyone accessing emergency accommodation that wishes to make a complaint, to do so. In line with Action 4.14 of our [Statutory Homeless Action Plan 2022-24](#), we promote the complaints process through a designated Complaints Officer and circulate posters and literature to all accommodation facilities, informing service users of the complaints process.

All complaints are investigated within three weeks of being received, with a formal response issued to the individual who submitted the complaint. The DRHE uses the complaints process to learn, adapt and improve the services available to individuals experiencing homelessness. The Complaints Policy is available to view in full on our website [here](#).

From Quarter 2 2023, the DRHE will be publishing a quarterly log of complaints received by our Complaints Officer. We acknowledge the importance of transparency and accountability, while respecting the confidentiality under which the complaints were submitted. As such, the complaints log does not include any identifiable details. This log also does not include complaints received by NGO service providers, who may receive and resolve complaints locally before an individual decides to make a formal complaint to the DRHE.

Mary Hayes

Director

Dublin Region Homeless Executive (DRHE)

May 2023

Website: www.homelessdublin.ie Twitter: [@HomelessDublin](https://twitter.com/HomelessDublin) and [@housingdcc](https://twitter.com/housingdcc)

Dublin Region Homeless Executive (DRHE) – General Enquiries - 01 222 6611

Homeless FREEPHONE 1800 707 707; for access to Emergency Accommodation out of hours service for the Dublin Region.

Play your part and let us know if you see anyone sleeping rough. Download our free Dublin Rough Sleeper Alert app from App stores



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council

Date	Type	Section	Details	Category	Action
12/01/2023	PEA	Family	Complaint regarding Staff	Staff	Responded
13/01/2023	PEA	Single	Complaint regarding Staff	Staff	Closed
15/01/2023	NGO	Family	Conditions of Facility	Conditions	Responded
24/01/2023	PEA	Family	Conditions of Facility	Conditions	Responded
24/01/2023	PEA	Single	ASB other residents	ASB	Responded
31/01/2023	SA	Self Accom	Conditions of Facility	Conditions	Responded
28/01/2023	NGO	Single	Complaint regarding Staff	Staff	Responded
30/01/2023	CPS	Single	Conditions of Facility	Conditions	Forwarded
08/02/2023	PEA	Family	Complaint regarding Staff	Staff	Responded
14/02/2023	PEA	Single	Complaint regarding Staff	Staff	Responded
15/02/2023	PEA	Couples	Complaint regarding Staff	Staff	Responded
09/02/2023	PEA	Single	Complaint regarding Staff	Staff	Responded
20/02/2023	PEA	Single	ASB other residents	ASB	Responded
20/02/2023	CPS	Freephone	Complaint regarding Staff	Staff	Forwarded
23/02/2023	PEA	Single	Complaint regarding Staff	Staff	Closed
23/02/2023	PEA	Couples	Complaint regarding Staff	Staff	Responded
23/02/2023	PEA	Single	Complaint regarding room mate smoking	Conditions	Responded
28/02/2023	PEA	Single	ASB other residents	ASB other Residents	Responded
28/02/2023	PEA	Single	Complaint regarding Staff	Staff	Under Investigation
02/03/2023	PEA	Family	Complaint regarding Staff	Staff	Responded
14/03/2023	PEA	Couples	Complaint regarding Staff	Staff	Responded
14/03/2023	PEA	Single	Complaint regarding Staff	Staff	Under Investigation
14/03/2023	PEA	Couples	Complaint regarding Staff	Staff	Responded
20/03/2023	PEA	Couples	ASB other residents	ASB	Responded
23/03/2023	NGO	Single	Complaint regarding Staff	Staff	Under Investigation
23/03/2023	SA	Family	ASB other residents	ASB	Responded
26/03/2023	NGO	Single	Complaint regarding Staff	Staff	Under Investigation
27/03/2023	PEA	Family	Complaint regarding Staff	Staff	Under Investigation
28/03/2023	SA	Family	Conditions of Facility	Conditions	Responded
28/03/2023	SA	Family	Conditions of Facility	Conditions	Responded
29/03/2023	PEA	Single	ASB other residents	ASB	Under Investigation
31/03/2023	CPS	CPS	Complaint regarding service provision	CPS	Responded

Table of Acronyms	
ASB	Anti-Social Behaviour
CPS	Central Placement Service
NGO	Non-Government Organisation
PEA	Private Emergency Accommodation
SA	Self-Accommodation