

## **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](#).

This report includes the log of complaints received by our Complaints Officer in Q3, 2023. 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)**

**October 2023**

**Website: [www.homelessdublin.ie](http://www.homelessdublin.ie)      Twitter: [@HomelessDublin](#) and [@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
05/07/2023	SA	Family	Conditions of Facility	Conditions	Responded
06/07/2023	NGO	Single	Service Provision	Service Provision	Responded
13/07/2023	SA	Family	Complaint regarding staff	Staff	Responded
15/07/2023	NGO	Single	Complaint regarding other resident	ASB other Residents	Responded
17/07/2023	PEA	Single	Complaint regarding other resident	ASB other Residents	Responded
17/07/2023	NGO	Single	Complaint regarding staff	Staff	Responded
20/07/2023	SA	Family	Conditions of Facility	Conditions	Responded
20/07/2023	Allocations	Family	Service Provision	Service Provision	Responded
21/07/2023	NGO	Single	Complaint regarding facilities & Staff	Staff	Responded
23/07/2023	NGO	Single	Complaint regarding staff	Staff	Responded
24/07/2023	NGO	Family	Conditions of Facility	Conditions	Responded
25/07/2023	SA	Family	Conditions of Facility	Conditions	Responded
25/07/2023	PEA	Single	Complaint regarding staff	Staff	Responded
25/07/2023	SA	Family	ASB other residents	ASB other Residents	Responded
27/07/2023	PEA	Family	Conditions of Facility	Conditions	Responded
27/07/2023	PEA	Single	Complaint regarding staff	Staff	Responded
27/07/2023	PEA	Single	Conditions of Facility	Conditions	Responded
28/07/2023	PEA	Single	Conditions of Facility	Conditions	Responded
31/07/2023	CPS	Single	Service Provision	Service Provision	Responded
28/07/2023	CPS	Single	Service Provision	Service Provision	Responded
06/08/2023	CPS	Single	Homeless Services	CPS	Responded
06/08/2023	PEA	Family	Complaint regarding staff	Staff	Responded
09/08/2023	SA	Family	ASB other residents	ASB	Responded
16/08/2023	SA	Family	Conditions of Facility	Conditions	Responded
17/08/2023	CPS	Family	Homeless Services	CPS	Responded
18/08/2023	N/A	N/A	ASB neighbourhood	ASB Neighbourhood	Responded
21/08/2023	PEA	Single	Conditions of Facility	Conditions	Responded
24/08/2023	Outreach	Outreach	Complaint regarding rough sleeping	Outreach	Responded
24/08/2023	PEA	Family	Complaint regarding Conditions	Conditions	Responded
25/08/2023	PEA	Single	ASB neighbourhood	ASB Neighbourhood	Responded
04/09/2023	NGO	Family	Conditions of Facility	Conditions	Responded
05/09/2023	NGO	Family	ASB other residents	ASB	Responded

06/09/2023	PEA	Family	Conditions of Facility	Conditions	Responded
11/09/2023	PEA	Single	Conditions of Facility	Conditions	Responded
30/08/2023	CPS	CPS	Complaint regarding access to services	CPS	Responded
14/09/2023	PEA	Couples	Complaint regarding facilities	Conditions	Responded
14/09/2023	PEA	Couples	Conditions of Facility	Conditions	Responded
18/09/2023	PEA	Family	ASB other residents	ASB	Responded
18/09/2023	PEA	Family	Complaint regarding staff	Staff	Under investigation
19/09/2023	SA	SA	Conditions of Facility	Conditions	Responded
21/09/2023	PEA	Single	Complaint regarding staff	Staff	Under investigation
23/09/2023	SA	SA	Complaint regarding staff	Staff	Under investigation
24/09/2023	NGO	Family	ASB other residents	ASB	Responded
26/09/2023	PEA	Single	Service Provision	Conditions	Responded
28/09/2023	NGO	Family	Service Provision	Service Provision	Under investigation
28/09/2023	PEA	Family	Conditions of Facility	Conditions	Under investigation
28/09/2023	NGO	Family	Conditions of Facility	Conditions	Responded
29/09/2023	PEA	Family	ASB other residents	ASB	Under investigation
29/09/2023	NGO	Single	Service Provision	Service Provision	Under investigation

<b>Table of Acronyms</b>	
ASB	Anti-Social Behaviour
CPS	Central Placement Service
HAP	Housing Assistance Payment
NGO	Non-Government Organisation
PEA	Private Emergency Accommodation
SA	Self-Accommodation