

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 Q4, 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)

January 2024

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
03/10/2023	SA	Family	Complaint regarding staff	Staff	Responded
04/10/2023	PEA	Single	Conditions of Facility	Service Provision	Responded
04/10/2023	PEA	Single	Staff and Conditions	Staff	Responded
05/10/2023	PEA	Single	Crosscare complaint regarding access to kitchen facilities of	Service Provision	Responded
06/10/2023	NGO	Single	Complaint from neighbours re ASB	ASB Neighbourhood	Responded
11/10/2023	PEA	Single	Complaint regarding staff	Staff	Forwarded
13/10/2023	PEA	Family	Complaint regarding staff	Staff	Forwarded
16/10/2023	PEA	Single	Complaint regarding staff	Staff	Responded
18/10/2023	NGO	Couples	Conditions of Facility	Conditions	Responded
19/10/2023	SA	Family	Staff and Conditions	Staff	Responded
24/10/2023	PEA	Family	Conditions of Facility	Conditions	Responded
26/10/2023	PEA	Family	staff	staff	Responded
27/10/2023	PEA	Family	Service Provision	Conditions	Responded
27/10/2023	PEA	Single	Service provision	Staff	Responded
27/10/2023	STA	Single	STAFF	STAFF	Responded
30/10/2023	PEA		Kildare Council	Waiting List	Responded
31/10/2023	PEA	Single	Complaint regarding staff	Staff	Responded
02/11/2023	CPS	CPS	Complaint regarding staff & service	Staff	Responded
04/11/2023	PEA	Family	Complaint regarding Conditions	Conditions	Responded
10/11/2023	SA	Single	Complaint regarding Conditions	Conditions	Responded
16/11/2023	PEA	Family	Conditions of Facility	Conditions	Responded
17/11/2023	SDCC	Family	Service Provision	Service Provision	Responded
11/12/2023	PEA	Single	Conditions of Facility	Conditions	Responded
11/12/2023	PEA	Family	Service Provision	Service Provision	Responded
13/12/2023	PEA	Single	Service Provision	Service Provision	Responded
13/12/2023	PEA	Single	Service Provision	Service Provision	Responded
14/12/2023	SA	Single	Complaint regarding Staff	Staff	Responded
22/12/2023	SA	Family	Service Provision	Service Provision	Responded
30/12/2023	PEA	Family	Complaint regarding Staff	Staff	Responded

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