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Foreword

Who is this booklet for?

This booklet is for protection applicants staying in accommodation centres provided by the Reception and Integration Agency (RIA); and for the staff running these centres.

It explains what you need to know about your stay in this centre. It covers:

- the services that your centre provides;
- the rules that you must follow;
- fire safety; and
- how you can make a complaint so that issues can be dealt with fairly and quickly.

What is the Reception and Integration Agency (RIA)?

RIA is responsible for providing accommodation and associated services for protection applicants at centres like the one that you are staying in.

What is the difference between RIA and Centre Management?

- RIA is part of the Department of Justice and Law Reform.
- Centres are managed by private companies under contract to the RIA.

Are these House Rules the only means of having your rights protected?

No. These House Rules compliment other RIA policies and procedures to protect residents and monitor contractors, viz.:

- Sexual Harassment and Domestic Violence policy.
• Child Protection and Welfare Policy
• Garda vetting policy.
• RIA’s ‘one to one’ clinics where residents can communicate with RIA staff directly without management being present.
• RIA’s Code of Practice for persons working in centres.
• RIA has an inspections process to ensure that contractual obligations are being met.

Details of these policies and procedures are on the RIA website – www.ria.gov.ie

**How can I contact the Reception and Integration Agency?**

You can contact RIA at:
Reception and Integration Agency
PO Box 11487
Dublin 2
Phone: 01 4183200;
Lo - call: 1890 777727;
Fax: 01 4183271;
Email: RIA_Inbox@justice.ie
General Introduction to the Direct Provision System

The Reception and Integration Agency (RIA) would like to welcome you to this Direct Provision accommodation centre. This centre provides accommodation for you on our behalf. It is your home while your application for protection is being processed.

We appreciate how difficult and stressful this period can be. We and the accommodation centre staff will be as helpful as possible during your stay.

Your Centre details are as follows:-

Centre Name:_________________________________________
Centre Address:________________________________________
Telephone no.: ________________________________________
The centre manager is:___________________________________

Does this booklet deal with other State services?
No. This document does not give information on Direct Provision allowance or Exceptional Needs Payments or how to access health and education services. Your accommodation centre can give you information about how to access these services.
What type of accommodation does RIA provide?
In line with Government policy, we provide ‘Direct Provision’ accommodation to protection applicants at a number of centres while they are waiting for the outcome of their protection application. Direct Provision means we provide all your accommodation needs including full board (all meals).

We are committed to providing safe, quality accommodation which promotes your well being. We expect the residents, staff and management to treat each other with respect.

While you are a resident here you must observe the rules and procedures as set out in this document.

Can RIA or centre management help me with my protection application?
No. Neither RIA nor centre management has any input into your claim for asylum, other types of protection or ‘leave to remain’. Neither do we have any input into how long you will spend in our accommodation while waiting for the decision on your application.

Are there rules I should take particular note of?
Yes. You should pay special attention to the 'report and reside' requirements explained immediately below.
‘Report and Reside’ requirements

If you are a protection applicant who is subject to the ‘report and reside’ requirement of section 9(5)(a) of the Refugee Act 1996, you must live in the accommodation we allocate you while the State decides on your application for protection. You must also report, as required, to a staff member authorised by the Minister for Justice and Equality during your stay with us.

Any specific reporting requirements and the penalties for failure to comply with them are as stated in the letter provided to you when being assigned to your accommodation.

If you fail to abide by these requirements, you will be committing an offence and may be penalised as specified in section 9(7) of the Refugee Act 1996. This may result in your application for protection being deemed withdrawn and refused.

Can I expect to be treated with respect?

Yes. We must always treat each other with respect. This includes you, other residents and the centre’s management, staff and visitors.

How does Irish Law affect the rules?

The rules and procedures are designed to make accommodation centres safe and effective. They do not in any way interfere with your legal rights under Irish law.

Like everyone else in Ireland, you must obey the law. Some breaches of the rules (for example, abusive or violent behaviour) are also breaches of the law. They could lead to someone being prosecuted or expelled from the centre.
To ensure that there is good order at accommodation centres and that they are safe and effective, RIA can transfer, or, in exceptional circumstances, expel residents from them.

**Can I approach management and staff?**
Yes. Any resident can approach any member of management or staff on any issue that may arise in relation to their stay in the accommodation centre.

The centre will hold joint management and residents’ meetings regularly or as required, to deal with issues. The centre will display notices about such meetings at reception. Centre Management will invite you to go to these meetings and give your point of view.

**How do I complain?**
There is a formal complaints procedure *(see this booklet: Part 4: Complaints Procedure)*. Residents and management can follow this procedure if they cannot informally resolve issues covered by the rules and procedures, or if serious matters arise. There are complaint forms available at each centre.

**Can I choose what centre I live in?**
No. We will provide you with accommodation. No one has the right to live in a particular centre.

**Can I request a transfer to another centre?**
You are expected to stay at your centre until a decision has been made on your protection application. You have no right to be moved to another centre of your choice. Transfer is possible, but only when we decide to allow it based on its merits and in rare and exceptional circumstances.
If you wish to continue receiving your direct provision allowance from the Community Welfare Service, you are expected to stay at your centre until a decision has been made on your asylum, or protection application.

If you ask for a transfer due to medical reasons, an independent medical referee may be asked to evaluate your request.

If you decide to request a transfer to another centre, your centre can give you an application form that you must fill in and send to us at: The Reception and Integration Agency, PO Box 11487, Dublin 2. We will not deal with personal callers.

You will receive a reply from us in RIA within 21 days of us receiving your application. Our decision is final.

If we refuse your application, you cannot complain under the complaints procedure, as outlined in ‘Part 4: Complaints procedures’ of this document.

If we believe you have asked for a transfer because your centre failed to provide the services outlined in ‘Part 1: Services’ of this document, we will refer your request to the centre manager and we will consider their observations before we respond to you. Where appropriate your details will be kept anonymous.

We wish you well during your stay in this accommodation centre.

Principal Officer
RIA
Part 1

Services That Your Centre Must Provide

What services do accommodation centres appointed by the Reception and Integration Agency (RIA) provide?

We contract accommodation centres to provide services in accordance with our general policy. We arrange regular inspections of each centre to make sure services are satisfactory. These unannounced inspections are carried out by RIA staff and by an independent contracted private company. Below are the details of the services the centre must give you.

Respect

1.1 The accommodation centre must treat you with respect. We will not accept improper behaviour such as sexual harassment, racism or intimidation of any kind.

Standard of accommodation

1.2 Your accommodation must be safe, hospitable and clean. In order to make sure you are safe, our accommodation centres may be monitored by security cameras.

Infant and baby nutrition

1.3 The centre will provide infant formula and baby foods in line with the 'Infant Feeding Guidelines'. The Health Service Executive (HSE) has drawn up these guidelines and the centre has a copy which they can show you.

Babies’ cots and bedding

1.4 The centre will cater for the needs of infants and provide cots.
Schools

1.5 The centre will give you information on local schools and help you to get places for your children in them.

School lunches

1.6 The centre must provide a healthy, varied and nutritious packed lunch for school-going children where necessary.

Meals

1.7 The centre will provide you with a varied and nutritious breakfast, lunch and dinner.

Medical dietary needs

1.8 The centre will cater for any dietary needs you or your child has due to medical reasons. They will get the help of a medical professional when needed.

Ethnic dietary preferences, and 24 hour refreshments.

1.9 Where possible and practical, the centre will cater for ethnic food preferences. The centre will provide you with tea and coffee making facilities, and drinking water, outside normal meal times.

Soap, shampoo, toothpaste

1.10 The centre will provide you with soap, shampoo and toothpaste when you arrive. They will give you new supplies when you need them.

Washing and showering

1.11 The centre will provide you with washing and showering facilities.
Laundry and ironing

1.12 The centre will provide laundry and ironing facilities.

Cleaning

1.13 The centre’s cleaning staff will clean your room if needed. However, all residents are expected to tidy up after themselves and keep their rooms reasonably clean and tidy.

Heating

1.14 The centre management will make sure your room and any common recreational rooms are heated to a comfortable standard.

Bedding and towels

1.15 The centre will give you adequate bedding and bed linen. They will have your bed linen and towels changed when needed, but at least once a week.

Leisure facilities

1.16 Information about leisure facilities will be at reception in your centre and when these are provided by the centre you can use them for free. The centre may organise other activities that are free or may have a small fee.
Part 2

House Rules

The following are the basic house rules, which residents in RIA accommodation must follow. You must stick to the rules of the centre as set out in this document.

Respect

2.1 You must treat everyone you meet with respect. You must also respect the property in the centre and that belonging to other residents. You must not do anything that would compromise the safety or good order of your centre.

The Law

2.2 You must obey Irish Law. You must not engage in any criminal activity or do anything which would bring your accommodation centre into disrepute.

2.3 Staff at your centre will not tolerate behaviour like:

- violence;
- consuming illegal drugs;
- storing illegal drugs;
- being drunk and disorderly;
- sexual harassment;
- racism; or
- intimidation of any kind; or
- deliberately making false, malicious and defamatory statements

All of these are offences under Irish law.
If anyone breaks the criminal law, they will be reported to An Garda Síochána (Irish Police).

Your Room

2.4

a) Centre Manager’s instructions
You must do what the centre manager says in relation to occupying and vacating your room.

b) You may have to move
RIA requires each centre to make full use of the bed spaces they have to accommodate protection applicants. This may mean that the centre will need you to move from one room to another at some time.

Sometimes, RIA may need a resident to move to another centre.

If centre management or RIA needs you to move to another room, or to another centre, you will be told why.

c) Cleaning
You must keep your bedroom clean, tidy and aired.

d) Room inspections
It is important that the standard of accommodation is as good as it can be for everyone living in the centre. The centre manager is responsible for making sure that standards are maintained, all facilities are working properly and arranging any maintenance that is needed. This means that sometimes the centre manager will want to see your room.
**Inspections by the Centre Manager:**

The manager, or staff appointed by the manager, will notify you when they want to inspect your room. We ask that you cooperate with the manager. After three requests to see your room without success, the manager may give you formal notice that s/he will inspect the room on a specified date and time. The manager may enter rooms unannounced if s/he believes there is an immediate health and safety risk.

Your room may also be inspected by:

- staff from RIA; or
- other inspectors appointed by RIA.

All of these people will respect your privacy as much as they can.

**Inspections by RIA or on RIA’s behalf**

The purpose of these inspections is to make sure that all health and safety requirements are met; that the company providing your accommodation is meeting its obligations as set out in the contract with RIA; and that you are receiving all of the services due to you under the House Rules.

These inspections by or on behalf of RIA are unannounced. Neither the centre manager nor you will be told when these inspections will take place. On the day of the inspection, you will be notified that your room will be inspected later. If you are not there, the inspection may take place in your absence.
e) Electrical appliances
Some electrical appliances and adapters can be a fire hazard. If you want to use any electrical appliance in your room your must first ask the centre manager for permission. *(Please see Part 3: Fire safety.)*

f) Decoration
You may only redecorate your room if you get permission from the centre manager. Decorating can create a fire hazard.

**Food and cooking**

2.5 You must not store food in your bedroom. You must not cook food in your room or any area of the centre.

**Alcohol and illegal drugs**

2.6 You must not consume or store alcohol or illegal drugs in the centre.

**Noise**

2.7 You must not create excessive noise, especially between 10 at night and 8 in the morning. It is essential that you consider other residents and neighbours and remember that all residents have the right to quiet enjoyment of the centre.

**Smoking**

2.8 You must not smoke anywhere inside this centre. You must not cover any smoke detectors as this could be a serious fire risk.

**Pets**

2.9 You cannot keep pets in the centre.

**Rubbish**

2.10 Please put all rubbish in the bins provided.
Fire drills

2.11 You must take part in all fire drills and obey the fire regulations as set out in this document. Fire drills are conducted for your safety. (Please see Part 3: Fire Safety)

Visitors

2.12 Being able to meet friends or relatives is an important aspect of life and management wishes to facilitate this as much as possible. RIA wants everyone living in a centre to enjoy safe and secure accommodation and that the rights of everyone living there are respected.

For this reason, visiting is generally allowed between 10am and 10pm (8pm for children unless they are with a parent / guardian). The centre manager may restrict the number of visitors at any one time if s/he believes there might be a health and safety risk. The centre manager may also refuse entry or ask visitors to leave if s/he has reason to believe they may cause a threat to residents or centre property. In this case, the centre manager will notify RIA the reasons for such a refusal.

Given the need to respect the rights of other residents and to observe child protection standards, the way in which visits can be facilitated will depend on the type of centre you’re living in. There are three broad types of accommodation within RIA’s accommodation portfolio.
Type A:

These are centres comprised of individual accommodation units and include mobile homes, houses and self-catering apartments. Because of this, visits to the accommodation unit can be facilitated on the resident’s invitation.

Type B:

These are centres where the accommodation units are in communal areas e.g. where individual rooms are situated off communal corridors. Type B centres would be former hotels, hostels etc. Visits to these centres will be facilitated in designated visiting rooms which can be booked in advance. Visits to residents’ rooms are not allowed because it is not appropriate to allow non-residents access to communal landings and corridors.

Type C:

These are centres largely made up of rooms which single persons share with each other. Visits to rooms are not allowed where people share rooms with non-relatives in order to respect the privacy of the person sharing the room. As with Type B above, visits to these centres will be facilitated in designated visiting rooms which can be booked in advance.

Irrespective of the type of centre involved the following must be observed:

- Visitors are requested to tell reception staff who they wish to visit and fill in the visitor log.
- You are asked to come to reception to meet your guest. Please make sure that your guest respects other residents’ rights.
• Visitors are asked to sign a form saying they will follow House Rules and policies.

• Visitors are asked to sign a waiver in relation to any loss or injury sustained during the visit.

Staying away overnight

2.13 Accommodation is provided to you on the understanding that you will be living there in the normal course. It is RIA’s responsibility to ensure that accommodation is available to all protection applicants and that all allocated beds are used.

Please let the centre manager know if you or your children are away overnight. If you are away for more than three nights without explanation, the centre manager will write to you asking for the reason. Your room may be re-allocated if you can’t provide a reasonable explanation.

Absences may affect your allowance

2.14 The centre manager is obliged to notify the Community Welfare Service that you have been away without letting management know. This may affect whether or not you are entitled to the Direct Provision Allowance. Please also see Rules 2.20 and 2.21 regarding children’s absence from centres.

If you are moving out permanently

2.15 You must tell the centre manager if you are moving out of the centre permanently.
Change of address

2.16 If you are a resident in one of RIA’s centres and you change your address, you must write to the relevant authorities to let them know. The centre manager can give you the relevant change-of-address forms.

If you do not let the authorities know you are changing address you may fail to receive important notices about your application. This could mean you fail to meet time limits for lodging documentation, appeals and so on.

Who do I write to about my change of address?

2.17

a) If you are at the application stage in the asylum or subsidiary protection process, write to:

   The Office of the Refugee Applications Commissioner
   79 - 83 Lower Mount Street,
   Dublin 2.

b) If you are at the appeals stage in the asylum or subsidiary protection process, write to:

   The Refugee Appeals Tribunal
   Hanover Street,
   Dublin 2.

c) If you are looking for permission to stay (‘seeking leave to remain’) write to:
The Repatriation Unit
Irish National Immigration Service (INIS)
Department of Justice and Law Reform
13 - 14 Burgh Quay
Dublin 2.

Vehicles (including cars, motorbikes and others)

2.18 Vehicles can only be parked on centre grounds with permission of management.

If you have a vehicle parked on the centre grounds, you must be able to prove that:

- you own it;
- it is fully taxed; and
- it is fully insured.

It is a serious breach of the law to have a vehicle without tax and / or insurance.
Children

School

2.19 You must make sure that your child attends school.

Children in Ireland do not have to attend school until the age of six, but most children begin school in the September after their fourth or fifth birthday.

Once your child is enrolled in school they must attend every day. You must tell the school if your child is missing from school due to illness or other reasons.

Care and safety

2.20 As a parent or legal guardian, you must always take responsibility for the care and safety of your children.

It is strictly forbidden for parents to leave their children, under the age of 14 years, alone or unattended in the centre or when you go out, for whatever reason. A responsible adult must always supervise children under the age of 14 years of age. Children under 14 years old cannot be left in charge of younger children.

Children under the age of 18 must not be left without an guardian / parent between the hours of 11 at night and 8 in the morning (11pm-8am).

As parents, you must let the centre know in advance when you have made arrangements for your children to be taken care of.

If the centre sees that a child is not being adequately cared for, they will tell the relevant authorities. They will keep a written record of any children who are not being well cared for, and send a copy to the Reception and Integration Agency.
Child Protection Policy

2.21 RIA has a Child Protection Policy in place in each of its centres. Each centre has a copy of the RIA ‘Child Protection Policy’ and you can get a copy of it from the centre’s staff. Under the terms of this policy, you must make sure that children and young people are treated with respect. You must always make sure to keep them safe and to look after their general welfare.

If the centre manager, or other designated person such as a teacher or doctor, is concerned about children, they may report their concerns to the Tusla Child Protection & Welfare Team or other appropriate authorities. These concerns may include physically punishing your child or any child, (for example, hitting or beating); leaving children under the age of 14 years unsupervised; or the following types of abuse:

- Neglect
- Emotional Abuse
- Physical Abuse
- Sexual Abuse

The following paragraphs explain these terms.

Neglect

2.22 Neglect is "where a child suffers significant harm or impairment of development by being deprived of food, clothing, warmth, hygiene, intellectual stimulation, supervision and safety, attachment to and affection from adults, or medical care".
The RIA Child Protection Policy does not allow you to leave children aged less than 14 years unsupervised, nor can children under 14 be left in charge of younger children.

**Emotional Abuse**
2.23 Emotional abuse "occurs when a child's need for affection, approval, consistency and security are not met". This includes a child being exposed to domestic violence.

**Physical abuse**
2.24 Physical abuse is "any form of non-accidental injury that causes significant harm to a child".

**Sexual Abuse**
2.25 Sexual abuse occurs "when a child is used by another person for his or her gratification or sexual arousal, or for that of others".
2.26 Everyone living in RIA accommodation should note that in Ireland, the age of consent is 17 years. This means that it is illegal for anyone less than 17 years of age to have sex. Anyone who is found to be having sexual relations with someone under this age may be prosecuted.

**Overnight Stays Elsewhere**
2.27 As part of the Child Protection Policy, please tell the centre manager in advance if your child is going to stay overnight somewhere other than the centre.

You must give the manager the name and address of the person with whom your child is staying, and the date you expect them to return. If you don’t do this your child may be reported as a missing person to An Garda Síochána (Irish Police).
Part 3

Fire Safety

For your safety and the safety of all residents, you must know and abide by the following fire safety rules:

Fire Drills

3.1 The centre will hold fire drills reasonably often, to make sure you know what escape routes you can use and where you should assemble if there is a fire.

Fire Alarm

3.2 If there is a fire or the centre is holding a fire drill, the alarm will sound continuously. When you hear this alarm, please leave the building immediately by the nearest exit and go to the assembly point.

Details of your evacuation route should be displayed in your bedroom. If they are not, please contact your centre manager.

Parents and guardians should (where it is safe to do so) make sure that they take their children with them when they evacuate the centre. In addition, parents and guardians should tell centre management if any of their children are not on the premises at the time e.g at school.
You must co-operate with fire drills

3.3 You must co-operate with staff in your centre if they are evacuating the centre due to a fire or a fire drill. Anybody who fails to co-operate will have broken house rules and the centre will notify RIA. RIA takes very seriously any breach of the rules, especially those that relate to fire safety.

Fire notices

3.4 There are fire notices on the walls throughout the centre to help you to understand what to do if there is a fire or a fire drill. Do not remove or deface these notices.

Your nearest escape route

3.5 Please take note of the nearest fire escape to your bedroom.

Keep exits clear

3.6 Please keep fire exits clear at all times.

Keep fire doors closed

3.7 Please keep fire doors closed at all times.

Leave equipment alone

3.8 Do not interfere with fire safety equipment, for example:

- fire extinguishers;
- fire hoses; or
- fire alarm equipment.
Do not try to tackle the fire yourself

3.9 If you discover a fire, please activate the nearest fire alarm call point and then leave the building immediately.

Do not try to tackle the fire yourself.
4.1 The RIA has a complaints procedure. It aims to deal with problems quickly and efficiently.

**Who can use this complaints procedure?**

4.2 This complaints procedure is open to both you and the manager of the centre. This means:

a) you can complain if you think the centre is not fulfilling its obligations to you as set out in ‘Part 1: Services’ of this booklet; and

b) the manager of the centre you are staying in can complain if they think you are not fulfilling your obligations to the centre as set out in ‘Part 2: House Rules’ of this booklet.

4.3 You, the resident, are encouraged to use the complaints procedure to tackle issues and problems that arise in RIA accommodation centres. For example, if you think that the centre is not fulfilling its obligations to you as set out in ‘Part 1: Services’ of the House Rules booklet, you should use the complaints procedure. The Rules can also be used to appeal decisions against a transfer of a resident following a breach of House Rules (as set out in section 4.21). In cases where RIA believes that there is an imminent threat to the safety and security of a centre, an appeal under Step 4 will not have suspensive effect.
4.4 You should not be afraid to complain when you need to. Making a complaint will not affect how other official agencies consider:

- an asylum application;
- a subsidiary protection application
- an application for leave to remain

**Who will handle the complaint?**

4.5 Where possible and when necessary, your complaint should be handled by someone who is the same gender as you.

**Is my complaint confidential?**

4.6 All complaints will be handled sensitively and in confidence by centre staff and RIA, but sometimes they may need to consult other people involved.

**Does my complaint have to be in English?**

4.7 No, you may submit your complaint in any language. If RIA needs to have your complaint translated, it may take them a few days longer to deal with it.

**Can I ask someone to assist me in making a complaint?**

4.8 Residents may seek assistance in making a complaint. For example, they may seek the assistance of a friend, relative, or member of a support group etc. However, RIA and centre management retain the right to communicate directly with the resident regarding the complaint.
How do residents complain?

4.9 It is expected that most complaints can be resolved quickly and informally. However, sometimes this cannot happen and further stages have to be gone through. Complaints can be made in four stages:-

Informally – verbally (Step 1)

Formally – in writing (Step 2)

Appeal to RIA – in writing (Step 3)

Independent Appeals Officer – in writing (Step 4)

Step 1

Can my complaint be handled informally at the accommodation centre?

4.10 Yes. The centre manager must try their best to resolve your issue quickly and informally. If you want to make an informal complaint because you think the centre is not fulfilling its obligations to you, as set out in ‘Part 1: Services’, you must tell the centre manager immediately you become unhappy with the services they are providing.
Step 2
What happens if I am not happy with how the centre handles my complaint?

4.11 If you are not satisfied with how the centre manager handles your complaint informally, you may complain formally in writing to them. They will respond to you within 14 days. An example of a complaint form that you can use in this instance is at Appendix 1 of this booklet.

Step 3
How do I complain to RIA?

4.12 If, having gone through the above process, you believe your centre has not handled your complaint satisfactorily, you can write to RIA telling them what your original complaint was. An example of a complaint form you can use to complain to RIA is at Appendix 2 of this booklet.

Please send this form to the Operations Manager of RIA at PO Box 11487, Dublin 2. You may also attach a copy of the original complaint and the centre manager’s response if you wish.

The Operations Manager will ask an appropriate staff member in RIA to deal with your complaint. This staff member will ask you and anyone else involved for observations about the complaint.
Can I complain directly to RIA?

4.13 In very exceptional and serious circumstances you may submit your complaint directly to RIA, bypassing the centre manager. For example, this can happen where it would make it difficult to process your complaint fairly if it were first dealt with by the centre manager. However, RIA may send the complaint to the accommodation centre manager if they think it should have been dealt with locally first.

Step 4

How do I complain to the independent appeals officer?

4.14 If having gone through the above process, you believe your complaint has not been handled satisfactorily, you can complain to the independent appeals officer. You can do this by writing to RIA and informing them that you want your complaint referred to the independent appeals officer for review.

Is the decision of the independent appeals officer final?

4.15 Yes, the independent appeals officer’s decision is binding on all parties. The independent appeals officer will give the result of their findings in writing to the resident. They will also give the reasons for their decision and will send a copy of their findings to the centre manager and RIA.

If a complaint is found to be justified, RIA will make sure that the centre takes appropriate remedial action without delay.
How does the centre manager complain about a resident?

4.16 It is expected that complaints by managers can be resolved quickly and informally. Sometimes that cannot happen and further stages may have to be gone through. Complaints can be made in three stages:

- Informally - verbally (Step 1)
- Formally - in writing (Step 2)
- Referred to RIA (Step 3)

Step 1

Can the centre manager handle a complaint against a resident informally?

4.17 Yes, where a complaint is made that a breach of the House Rules by a resident has occurred and the breach is considered to be of a minor nature, the manager will draw the issue to the resident’s attention and try to resolve the issue quickly and informally.

Step 2

When does the centre make a formal complaint?

4.18 If a complaint is made that a resident has committed a serious breach of the house rules, the centre manager will:

- examine the complaint; and
- seek the views of the resident/s involved.
If the manager considers that a resident has committed a serious breach of the rules, he will give a written warning outlining how the rule was breached and what action he will take. The resident shall also be informed of the actions that may be taken by the manager or by RIA, in the event of another breach occurring.

**What happens if a complaint involves children?**

4.19 If there are any concerns or issues relating to children (anyone under the age of 18 years), the centre will notify Tusla and RIA.

**Step 3**

**What happens when someone who has already been warned breaks the rules again?**

4.20 If someone has already been warned about breaking House Rules and a complaint is made that they have broken the rules again, the manager will write to let RIA know. A copy of the letter to RIA will be given to the resident.

RIA will then write to the resident asking for their observations. RIA will consider if the rules were breached, and if they were, will look to see if there were any mitigating factors. RIA will write to the resident with their response to the complaint.

If the resident breaks the House Rules again, RIA will warn them that a further breach may mean a transfer to alternative accommodation. If this happens, RIA will choose the alternative accommodation.

RIA will send a copy of their findings to the centre manager.
What happens if RIA decides to transfer a resident?

4.21 If RIA decides to transfer a resident following a breach of the rules, it will write to the resident to let them know and send a copy of this letter to the centre manager. These letters will be issued by fax and by post.

The resident will be given two working days after receiving the letter to tell RIA, in writing, why they should not be transferred. In exceptional circumstances, and with the agreement of everyone involved, the resident may be given more than two days to respond.

4.22 If, following consideration of the resident’s response, RIA decides to go ahead with the transfer, RIA will make the following arrangements unless they are advised that the resident wishes to appeal their transfer to the independent appeals officer:

- find a suitable alternative location to which the resident will move,
- contact the relevant official in the Community Welfare Service to organise a travel voucher and transfer of social welfare entitlements; and
- fax the manager of the accommodation centre to which the resident is being transferred giving information about their arrival and why they are being transferred.

In this circumstance, the person being transferred may write to RIA informing them that s/he wants his/her appeal referred to the independent appeals officer for review.
If the appeal is upheld, the resident will be permitted to remain in your current accommodation. If the appeal is not upheld, RIA will make arrangements for the transfer as set out above.

In cases where RIA believes that there is an imminent threat to the safety and security of a centre, an appeal to the independent appeals officer will not have suspensive effect.

**Change of address**

4.23 If RIA transfers you, you must notify the relevant authorities that your address has changed (see section 2.18). Change-of-address forms are available at your centre.

**Can RIA expel a resident completely from Direct Provision accommodation?**

4.24 In very serious circumstances, RIA, in the interest of maintaining good order and the safe and effective management of accommodation centres, can immediately and without notice:

- transfer a resident to another centre within the Direct Provision system; or,
- expel a resident directly from a centre, which may mean expulsion from the Direct Provision system entirely.
4.25 Generally, these actions can only be done if directed by a RIA official at a senior level. However, in extremely grave or urgent circumstances, the accommodation centre manager may expel a resident from a centre without first getting approval from RIA. If this happens, the centre will notify RIA as soon as possible so that RIA can confirm or revoke the centre’s decision.

4.26 When a resident is expelled from the Direct Provision system entirely, they can write to the Operations Manager of RIA at PO Box 11487, Dublin 2 (after one week of expulsion) asking to be re-accommodated on foot of undertakings on their future conduct. This appeal will be considered and responded to by RIA within three working days of receipt of request.

RIA will notify the Garda Síochána

4.27 If a resident is expelled from the ‘Direct Provision’ system, RIA will immediately write to An Garda Síochána (Irish Police) and the relevant social services to let them know.
Appendix 1

Sample Complaint Form

Formal Complaint Form from Resident to Centre Manager

Your centre:

___________________________________________________________

Your name:

___________________________________________________________

Your ID Number: (69/ No.)____________________________________

Detail of complaint:__________________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________

Have you already informally brought your complaint to attention of centre management: Yes/No __

If no, why not?

________________________________________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________
If yes, what was the outcome?

___________________________________________________________
___________________________________________________________
___________________________________________________________
___________________________________________________________
___________________________________________________________
___________________________________________________________

Signed ____________________
Date: ____________________
Appendix 2

Sample Complaint Form

Formal Complaint Form from Resident to RIA

Your Centre:________________________________________________

Your Name:_________________________________________________

Your ID Number: (69/ No):_____________________________________

Detail of Complaint:__________________________________________

_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

Have you already formally complained to centre management: Yes/No__

If no, why not?

_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
If yes, what was the outcome?

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

Why are you appealing the centre manager’s decision to RIA

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

Signed: ______________________

Date: _________________