



IASW

Irish Association of Social Workers  
Cumann na hÉireann um Oibrithe Sóisialta

## Testimonial from an IASW Member regarding CORU Complaints Process

*"I was at home on maternity leave when I received a letter from CORU which detailed that a former client of mine had made a complaint to the Fitness to Practise Committee. The complainant viewed one of my social media pages and had an issue with some of my posts. Because I was at home, I had no colleagues to talk to and no supervisor to seek support from. It was an incredibly vulnerable moment.*

*To say I was upset was an understatement. I was devastated and so worried about what might happen. Nobody wishes to be in such a position and so I had no idea how this process worked or what I needed to do. From the outset, I was treated so well by IASW. The chairperson even called me to talk to me. He was so reassuring and let me know exactly how to proceed.*

*Within a day, I was speaking to a solicitor who was going to deal with CORU on my behalf immediately, and until the process was complete. He was so efficient and courteous, he knew exactly what he was doing. He had also done it many times before, which filled me with confidence. He communicated with me so well and explained the legal aspects of the Preliminary Committee and CORU.*

*After 9 months my fitness to practise complaint is at its end, thankfully. I am so grateful to the fantastic staff at the Insurance Brokers and the IASW for so efficiently and sensitively sorting this matter out for me. It was so important for me to bring this to a definite close.*

*I have learned so much from this process and I'm still adjusting to that intersection between private life and professional life. I can't recommend the IASW fitness to practise cover highly enough. It is definitely something I will never be without going forward, though am confident and hopeful that this matter is now closed." - IASW*

**Member**

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