Complaints Policy

Revision: F  Department: Quality and Risk  No: DOCS 003

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Date: 13/02/2015

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## Amendments Page

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<td>New Policy</td>
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<td>Kay Downey-Ennis</td>
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<td>4.</td>
<td>D</td>
<td>E</td>
<td>All sections</td>
<td>13.01.2014</td>
<td>Gráinne Bourke</td>
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<tr>
<td>5.</td>
<td>E</td>
<td>F</td>
<td>Front page, Page 2, sections 1, 7, 11,12, appendix 1.</td>
<td>03.02.2015</td>
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1.0 PURPOSE OF POLICY

The Daughters of Charity Disability Support Service is committed to providing a quality service for service user's, relatives and visitors. Complaints are regarded as an important source of information for improving services. The complaints policy enables matters of concern to be brought to the attention of the Service and enables an investigation of these concerns with the aim of finding a satisfactory resolution and overall improvement of services.

Additionally the policy is developed to ensure that the Daughters of Charity Disability Support Service is in line with:

- Health Service Executive (HSE) best practice as outlined in "Your Service Your Say" (Appendix 6) in compliance with Disability Act 2005.
- Daughters of Charity Service Level Agreement with the HSE. This is in compliance with Part 9 of the Health Act 2004 and regulations made thereunder (Including without limitation the Health Act 2004 (Complaints) Regulations 2006 (S.I. 652 of 2006).
- National Quality Standards: Residential Services for People with Disabilities (Health Information and Quality Standards (HIQA) 2013) and Health Act 2007, (Care and Support of Residents in Designated Centres for Persons (children and adults) with disabilities) Regulations 2013.

The policy is designed to provide a quality and consistent response to complaints and to ensure there is a concerted effort by all staff within the Daughters of Charity Service to endeavour to resolve complaints as close to the point of contact as possible.

The policy provides guidance and outlines for all staff the procedures to be utilised for receiving, handling, investigating, recording and reporting of all complaints both verbal and written received within the Service from service users/family members. Appendix 1a is designed to assist staff to ensure that service users as far as possible understand this process. Each service area has an accessible complaints booklet. It is important that service users are empowered and supported where necessary to make a complaint.

The Ombudsman may intervene at any stage of the complaints process (even if Service and/or HSE procedures have not been exhausted) if the complaint has been
referred to them by the complainant and if the Ombudsman feels that the complainant has taken reasonable steps to rectify their complaint.

This policy is not an appropriate mechanism for dealing with certain complaints such as staff complaints, allegations of physical or sexual abuse, bullying or harassment, clinical or professional matters or issues for which other procedures exist within the service.

Please refer to DOCS002 Dignity at Work Policy and DOCS030 Grievance /Disciplinary Policy to enable employees raise complaints concerning work related matters. This policy should be read in conjunction with the Guidelines to Support Persons with Behaviours that Challenge DOCS011, Procedures for the Protection of Children and Vulnerable Adults and the Management of Abuse (DOCS020) and Child Protection Policy (DOCS062) and HSE Trust in Care Policy (2005).

At any stage the complainant can contact the Office of the Ombudsman at:

Office of the Ombudsman
18 Lr. Leeson Street, Dublin 2.
Tel: +353-1-639 5600
Lo-call: 1890 223030
Fax: (01) 639 5674

Ombudsman for Children’s Office
Millennium House
52-56 Great Strand Street
Dublin 1
Tel: 01-8656800

2.0 Statutory Framework

This policy is guided by the following statutory requirements:
- Part 9, Health Act 2004
- Health Act 2004 (Complaints) Regulations 2006
- Health Act 1970
- Health Act 2007, (Care and Support of Residents in Designated Centres for Persons (children and adults) with disabilities) Regulations 2013
- Mental Health Act 2001
- Disabilities Act 2005
- Health and Social Care Professionals Act 2005
- Medical Practitioners Act 1978
- Nurses Act 1985
- Comhairle (Amendment) Bill 2004
- Data Protection Act 1988 and 2003
- Defamation Act 1961
- Ombudsman’s Act 1980-1984
3.0 Definitions

3.1 Complaint:

A “complaint” is an expression of dissatisfaction, which needs a response. The Health Act 2004 Part 9, Section 45 identifies that a complaint is about any action of the Executive (HSE) or a service provider that:

(a) it is claimed, does not accord with fair or sound administrative practice, and
(b) adversely affects the person by whom or on whose behalf the complaint is made

3.2 Complainant:

Means any person who is or was provided with a health or personal social service by the Service or who is seeking or has sought provision of such service may complain, in accordance with the procedures established under Section 46 of the Health Act 2004 about any action of the Service that:

(a) It is claimed, does not accord with fair or sound administrative practice, and
(b) Adversely affects the person by whom or on whose behalf the complaint is made.

3.3 Designated Complaints Officer/Designated Lead Complaints Officer:

Within the Daughters of Charity Service the Service Manager/Manager of each centre/location will be deemed the Designated Complaints Officer for the relevant centre or location. The Quality and Risk Officers are deemed the Designated Complaints Officer to Multi-Disciplinary Team personnel. See contact details of Designated Complaints Officer in Appendix 3 (Each Service Manager must complete details on page 30 Appendix 3).

If a complaint is made against an Service Manager, the complaint is dealt with by the Designated Lead Complaints Officer. The Designated Lead Complaints Officer within the Service is at Appendix 3.
If a complaint is made against any member of the Executive or the Board of Directors an external agent will be appointed by the chairperson of the Board of Directors to manage and investigate this.

3.4 Advocacy

The Citizen Information Board (2005) (previously Comhairle) defines advocacy as a means of empowering people by supporting them to assert their views and claim their entitlements and where necessary, representing and negotiating on their behalf. See Appendix 7 for contact details of National Advocacy Service.

4.0 Who can make a complaint?

Any person who is being or was provided with a health or personal social service by the Service or who is seeking or has sought provision of such service may complain, about any action of the Service Provider that-

(a) It is claimed, does not accord with fair and sound administrative practice, and
(b) Adversely affects or affected that person.

The Health Act 2004, Section 46 (3) identifies that if a person entitled to make a complaint, is unable to do so because of age, illness or disability, the complaint may be made on that person’s behalf by:

(a) A close relative or carer of the person
(b) Any person who, by law or by appointment of a court, has the responsibility of the affairs of the person
(c) Any legal representative of the person
(d) Any other person with the consent of the person.

In the event of a complaint being made on behalf of a third party the centre where the complaint is lodged must endeavour to ensure, where appropriate, that the complaint is being made with the consent of the third party.

5.0 How can complaints be made?

Complaints can be made either verbally or in written format. Written complaints can be made in writing, by email or fax. See appendices 1a and 3 for guidance on making a complaint.
Staff members must be sensitive to complainants who may have poor literacy / and or language skills and must provide assistance and support where required to enable the effective recording of the complaint.

6.0 Acknowledgements

Upon a complaint being received by or assigned to the Designated Complaints Officer (including a referral under section 48(2) of the Health Act 2004), he or she shall notify, within 5 working days, the complainant, in writing, that the complaint has been so received or assigned and outline the steps that he or she proposes to take in investigating the complaint and the time limits for the completion of the investigation.

7.0 Stages of the complaints process

Stage 1 - Local resolution of verbal complaints at point of contact (Informal)

Staff should have clear authority to try to resolve verbal complaints at first point of contact wherever possible. This communication should be respectful at all times to the complainant; All informal local complaints should be logged and reported. If it is not possible to resolve a complaint locally the complaint will be referred to the Designated Complaints Officer.

Stage 2a – Informal resolution:

The Designated Complaints Officer must consider whether it would be practicable, having regard to the nature and the circumstance of the complaint, to seek the consent of the complainant and any other person to whom the complaint relates to finding an informal resolution of the complaint by the parties concerned.

Mediation may be used to attempt resolution of the complaint at Stage 2 if both parties agree.

Where informal resolution is not successful or is deemed inappropriate, the Designated Complaints Officer will initiate a formal investigation of the complaint.

Stage 2b - Formal investigation of a written complaint

Local investigation of written and serious complaints is via Service Managers, who are the Designated Complaints Officers.

The Designated Complaints Officer is responsible for carrying out the formal investigation of the complaint at Stage 2 but may draw on appropriate expertise, skills etc as required. Staff have an obligation to participate and support the investigation of any complaint where requested.
The investigation process
• The investigation will be conducted thoroughly and objectively with due respect for the rights of the complainant and the rights of the service/staff members to be treated in accordance with the principles of natural justice.
• The Designated Complaints Officer will have the necessary expertise to conduct an investigation impartially and expeditiously. Where appropriate, the Designated Complaints Officer may request appropriately qualified persons to carry out clinical assessments, validation exercises etc.
• Confidentiality will be maintained throughout the investigation to the greatest extent consistent with the requirements of fair investigation.
• A written record will be kept of all meetings and treated in the strictest confidence.
• The Designated Complaints Officer may interview any person who they feel can assist with the investigation. Staff are obliged to co-operate fully with the investigation process and will be fully supported throughout the process.
• Staff who participates in the investigation process will be required to respect the privacy of the parties involved by refraining from discussing the matter with other work colleagues or persons outside the organisation.
• It will be considered a disciplinary offence to intimidate or exert pressure on any person who may be required to attend as a witness or to attempt to obstruct the investigation process in any way.

If the Designated Complaints Officer fails to resolve the complaint the matter is referred to the Designated Lead Complaints Officer who will advise/investigate the matter.

Where the investigation at Stage 2 fails to resolve the complaint, the complainant must be advised of their right to seek a review of their complaint under the HSE Review Process at Stage 3

At any stage contact of ombudsman see address below

Stage 3 – Process for HSE Review (HSE)
Complainants have 30 working days from the date of the final report sent by the Daughters of Charity Service to request an internal review by the Director of Advocacy, HSE. The Director of Advocacy will examine the request for review and appoint a Review Officer to carry out the review of the complaint if appropriate.

Review Officer(s) will review the processes used to carry out the investigation of the complaint and the findings and recommendations made post-investigation. The Review Officer(s) will uphold, vary or make a new finding and recommendation.
The Review Officer(s) may carry out a new investigation of the complaint or recommend that a local re-investigation of the complaint be carried out by a Complaint Officer independent of the initial investigation team.

All reviews should be addressed to:

Director of Advocacy,  
"Request for Review"  
Oak House,  
Limetree Avenue,  
Millennium Park  
Naas, Co. Kildare  
Tel: 045 880400   Fax: 1890 200 894

Stage 4 - Independent Review (Ombudsman).  
At all stages of the process, complainants must always be made aware by the Daughters of Charity Service of their right to an independent review of their complaint by the Ombudsman or the Ombudsman for Children.

Office of the Ombudsman  
18 Lr. Leeson Street, Dublin 2.  
Tel: +353-1-639 5600  
Lo-call: 1890 223030  
Fax: (01) 639 5674

Ombudsman for Children’s Office  
Millennium House  
52-56 Great Strand Street  
Dublin 1  
Tel: 01-8656800

Additional information on both the Ombudsman and the Ombudsman for Children can be found on the following website  
www.ombudsman.ie or www.oco.ie

8.0 Advocacy
All complainants have a right to appoint an advocate to assist them in making their complaint and to support them in any subsequent processes in the management of that complaint.

The Citizen Information Board (2005) outlines the principles of advocacy as:
• Empowerment of the person where possible  
• Respect for the person and his/her wishes  
• Acting in the person’s best interest
• Acting independently
• Maintaining confidentiality
• Acting with diligence and competence

It is preferable that the services of an outside independent advocate is sourced however a staff member or a trusted person may also be an advocate for service users wishing to make a complaint if it is possible to do so within the principles of advocacy as listed below:

a. Before deciding to advocate on behalf of a complainant, staff must ensure that they are in a position to advocate impartially and fairly.

b. Staff acting as advocates should have no previous involvement in the actions complained of, or in the examination/investigation of the complaint.

c. Staff should not feel compelled to act as an advocate where they do not feel competent or supported to do so and must ensure that they direct the service user to appropriate advocacy supports.

d. Any form of advocacy used must be agreeable to both the complainant and the Service.

e. See Appendix 7 for contact details of National Advocacy Service.

9.0 Time Frames

9.1 Time frames involved once a complaint is received

If the complaint is not going to be investigated then the Designated Complaints Officer will inform the complainant in writing, within 5 working days of making the decision/determination, that the complaint will not be investigated and the reasons for it.

Where the complaint will be investigated, the Designated Complaints Officer shall notify, within 5 working days, the complainant, in writing, that the complaint has been so received or assigned and outline the steps that he or she proposes to take in investigating the complaint and the time limits for the completion of the investigation. He/she must endeavour to investigate and conclude the investigation of a complaint within 30 working days of it being acknowledged.

If the investigation cannot be investigated and concluded within 30 working days then the Designated Complaints Officer must communicate this to the complainant and the relevant service user/staff member within 30 working days of acknowledging the complaint and give an indication of the time it will take to complete the investigation.
The Designated Complaints Officer must update the complainant and the relevant staff member/service user every 20 working days.

The Designated Complaints Officer must endeavour to investigate complaints within 30 working days. However, where the 30 working days time frame cannot be met despite every best effort, the Designated Complaints Officer must endeavour to conclude the investigation of the complaint within 6 months of the receipt of the complaint.

If this timeframe cannot be met, the Designated Complaints Officer must inform the complainant that that the investigation is taking longer than 6 months, give an explanation why and outline the options open to the complainant. She/he should encourage the complainant to stay with the Daughters of Charity Service complaints management process while informing them that they may seek a review of their complaint through the HSE Review Process or from the Ombudsman/Ombudsman for Children.

9.2 Time limits for making a complaint

Part 9, Section 47 of the Health Act 2004 outlines that a complaint must be made within:

(a) 12 months of the date of the action giving rise to the complaint or
(b) Within 12 months of the complainant becoming aware of the action giving rise to the complaint.

A Designated Complaints Officer may extend the time limit for making a complaint if in the opinion of the Designated Complaints Officer special circumstances make it appropriate to do so. These special circumstances include but are not exclusive to the following:

a) If the complainant is ill or bereaved
b) If new relevant, significant and verifiable information relating to the action becomes available to the complainant
c) If it is considered in the public interest to investigate the complaint
d) If the complaint concerns an issue of such seriousness that it cannot be ignored
e) Diminished capacity of the service user at the time of the experience e.g. mental health, critical/long term illness
f) Where extensive support was required to make the complaint and this took longer than 12 months
g) If the complainant was living abroad and unable to make the complaint within the 12 months timeframe
The Designated Complaints Officer must notify the complainant of the decision to extend/not extend time frames for making a complaint within 5 working days of receiving the complaint.

10.0 Matters excluded from right to complain:

Section 48 of the Health Act 2004 (1) outlines that a person is not entitled to make a complaint about any of the following matters:

(a) A matter that is or has been the subject of legal proceedings before a court of tribunal
(b) A matter relating solely to the exercise of clinical judgement by a person acting on behalf of either the Executive (HSE) or a service provider.
(c) An action taken by the Executive (HSE) or a service provider solely on the advice of a person exercising clinical judgement in the circumstances outlined in (b) above.
(d) A matter relating to the recruitment or appointment of an employee by the Executive (HSE) or a service provider.
(e) A matter relating to or affecting the terms or conditions of a contract of employment that the Executive (HSE) or a service provider proposes to enter into or of a contract with an adviser that the Executive (HSE) proposes to enter into (includes terms or conditions relating to superannuation benefits, disciplinary procedures or grievance procedures).
(g) A matter that could be subject of an appeal under Section 60 of the Civil Registration Act 2004.
(h) A matter that could prejudice an investigation being undertaken by the Garda Síochána.
(i) A matter that has been brought before any other complaints procedure established under an enactment (e.g. complaints made under Part 2 of the Disability Act, 2005).

11.0 Children wishing to make a Complaint

Children may also make a complaint about any aspect of the service they have received by the HSE or relevant Service Providers. Their complaints must always be taken seriously and responded to appropriately.

Suitable communication tools must be developed to enable children to be fully aware of their rights to complain and to inform them of the complaints process.

Children are to be made aware by the Service Provider or HSE, of any appropriate advocacy supports. At all times, care must be taken to ensure that children are appropriately assisted and supported to make a complaint and to partake in the
management of the complaint. The level of support required will be dependent on the age and ability of the child.

The welfare of the child is paramount at all times and when the recipient of a complaint from a child is concerned about the safety and wellbeing of the child, that person must ensure that they act appropriately in the best interest of the child and to appropriately implement Children First, National Guidelines for the Protection and Welfare of Children (1999).

The process for dealing with complaints from children will follow the same procedures as outlined in this policy. However, a formal procedure may not always be the most appealing way for children to air grievances. Therefore local complaints procedures must place adequate emphasis on informal ways of dealing with complaints from children where required. All complaints need to be logged.

Where the complaint cannot be resolved at the point of contact and the complaint was made by a child on his/her own behalf, if an investigation is required, the Designated Complaints Officer must inform the parent(s)/legal guardian of the complainant and the intention to investigate and involve the parent(s)/legal guardian of the child in the investigation process.

If the child disagrees with the involvement of the parent(s)/legal guardian, the Designated Complaints Officer must try to establish any underlying issues and identify the best approach for managing the complaint that is in the best interest of the child while having regard to the rights of the parents as enshrined in the Articles of the Constitution dealing with the Rights of the Family.

Timelines are the same as outlined in this document but may need to be reviewed or extended depending on the complexity and sensitivity of the complaint. The expedient management of a complaint made by or on behalf of a child is advised.

Children must be made aware of the right to complain to the Ombudsman for Children or to have the outcome of their complaint reviewed by the Ombudsman for Children (see section 9.0 on the Ombudsman for Children). Under the Ombudsman for Children Act, 2002, the Ombudsman for Children may accept complaints directly from Children up to and including 18 years of age.

The Ombudsman for Children may intervene at any stage of the complaints process (even if Service and/or HSE procedures have not been exhausted) if the complaint has been referred to them by the complainant and if the Ombudsman for Children feels that the complainant has taken reasonable steps to rectify their complaint.
12.0 Management of Complaints:

The issue of procedural fairness must be considered at all times when investigating any complaint. Procedural fairness must ensure that:

- Complaint handling allows all parties involved in the complaint (including the consumer the service and specified employees) the opportunity to respond.
- Where an action could adversely affect somebody, the person that may be affected must have the chance to state their point of view before the action is taken.
- The process should be fair to all parties. The Designated Complaints Officer must be impartial, prejudice free and unbiased in their decision making.

12.1 Confidentiality:

Complainants must be assured that their complaint and their personal details will be treated in confidence to the greatest extent possible consistent with public interest and the right to privacy. Complainant’s information required for reporting and statistical purposes will be anonymised and all identifiable data will be removed.

However, where the screening and /or investigation of the complaint indicates that there is a requirement to disclose some or all the details of the complaint e.g. there is evidence of abuse that must be reported in accordance with the Children First Guidelines, the complainant will be informed immediately and the information will be directed to the appropriate personnel.

12.2 Staff Member and Rights to Confidentiality:

Particular care, caution and sensitivity must be exercised in certain circumstances, where for example, the good name, reputation and rights under natural justice of a staff member may arise in the context of an initial and as yet unsubstantiated complaint.

12.3 The Freedom of Information Act 1997 and 2003

The Freedom of information Act confers on all persons the right of access to information held by public bodies, to the greatest extent possible, consistent with the public interest and the right to privacy. It is imperative that all staff are aware of the right of the complainant to access information held by the Daughters of Charity Service in relation to the management of their complaint. Thus staff must ensure that they adhere to the principles of the Data Protection Act 1988 and 2002, that consent to access service
user confidential information is obtained where required and that decisions made during the complaint management process are supported by facts and evidence.

12.4 Managing Complaints:
Refer to Section 8.0 for stages of the complaints process. All complaints not resolved immediately (within 24 hours) will be acknowledged within five working days.

A response to all complaints will be given within thirty working days (see 3.4).

Appendix 1 gives a diagrammatic outline of the complaint process within the Daughters of Charity Service.

12.4.1 Verbal Service User Related Complaints
Verbal complaints received are to be resolved by the individual receiving the complaint, if at all possible, making every effort to resolve the complaint at local level within twenty four hours (see Appendix 1). If necessary ensure the service user receives a copy of Appendices 1 and 1a.

In endeavouring to resolve a complaint, the staff member should, if necessary, seek assistance from the local manager for resolution purposes.

The Verbal Complaints Register (Appendix 2) must be completed in all instances and copies of same must

(a) Be retained in the unit/department/house
(b) Forwarded immediately to:

- Direct Line Manager
- Centre/Service Location Service Manager

Care must be taken at all times throughout the procedure to ensure that any information about the service user is confined to what is relevant to the complaint and disclosed only to those people who have a need to know it for the purpose of the investigation of the complaint.

In keeping with good practice, if possible, inform the service user and/or parent/family member/advocate that information from his/her personal file may need to be disclosed to the relevant investigating staff member. If
either the service user/parent/family/advocate objects to this, then the effect on the processing of the complaint will need to be explained.

12.4.2 Unresolved Complaints (at local level)
If a person receiving the complaint cannot resolve same then the unresolved complaint must be notified immediately to the Designated Complaints Officer via the Verbal Complaints Register (Appendix 2) and copies of same must

(a) Be retained in the unit/department/house
(b) Forwarded immediately to:

- Direct Line Manager
- Centre/Service Location Service Manager

The Designated Complaints Officer will proceed to investigate the complaint with all parties involved and will seek the assistance of the Service Designated Lead Complaints Officer if deemed necessary (4.3).

All complaints not resolved immediately must be acknowledged within five working days of receipt by the Designated Complaints Officer. A full response should be sent to the complainant within 30 working days. If this is not possible the complainant must be updated every 20 working days (these are legislative timeframes). If unresolved the Designated Lead Complaints investigates the complaint. If the complaint is still unresolved the Designated Lead Complaints Officer informs the CEO who decides on further action. At all times during the last two processed the complainant should be updated every 20 days.

12.4.3 Written Service User/Family related Complaints

While all efforts should be made to resolve the complaint immediately and at local level if at all possible, there will be times when either a service user or a member of their wish to make a formal complaint. In the event of a complainant wishing to make a formal written complaint a copy of Appendix 3 must be given to the person.

All written complaints (Appendix 3) must be forwarded to the relevant Designated Complaints Officer (Service Manager) for acknowledgement within five working days. The acknowledgement of the complaint must be accompanied with an explanatory note on how the complaint will be dealt with.

Complaints will be dealt with and a response issued within thirty working days to the person making the complaint. In the event of a complaint
requiring action, which will prolong a response being available beyond thirty working days, the person making the complaint must be kept fully informed of the progress and the status of the process by the Designated Complaints Officer (Service Manager).

If deemed necessary during this process the Service’ Designated Lead Complaints Officer will be consulted (4.3).

In the event of the relevant Designated Complaints Officer being unable to formulate a full written response within thirty working days, he/she must write to the complainant informing them of this and subsequently keep the complainant updated in writing every 20 working days.

12.4.4. Adverse Findings
A Designated Complaints Officer will not make a finding or a criticism in his or her report, adverse to a person without having afforded the person concerned the opportunity to consider the proposed findings or criticism and to make representations in relation to it. This is a legislative requirement (S.I 652 of 2006). It also ensures that fair play and natural justice are adhered to.

12.4.5. Report
On completion of the report the Designated Complaints Officer will send the Designated Lead Complaints Officer the report who will furnish the report to the complainant and relevant service user/staff member.

The final report will include any recommendations needed to resolve the matter. The Designated Lead Complaints Officer/Designated Complaints Officer will advise the complainant of their right to a review of the recommendations made by the Designated Complaints Officer.

Where the investigation at Stage 2 fails to resolve the complaint, the Designated Complaints Officer will contact Designated Lead Complaints Officer. If the Designated Lead Complaints Officer fails to resolve the complaint, the complainant may seek a review of their complaint from the HSE Review at Stage 3.

The complainant should be advised that they must request a review of the complaint within 30 days of the investigation report being sent to them by the Designated Complaints Officer/Designated Lead Complaints Officer. They should also be advised that to request a review they should write to the HSE’s Director of Advocacy. The contact details for requesting a review are:
Director of Advocacy,
"Request for Review"
Oak House,
Limetree Avenue,
Millennium Park
Naas, Co. Kildare
Tel: 045 880400       Fax: 1890 200 894
Email: yoursay@hse.ie

12.5 Review Process
See Section 8.0

12.6 Independent Review
See Section 8.0

12.7 Vexatious Complaints
Vexatious complaints are complaints that are intentionally troublesome. Vexatious complaints are excluded under Part 9 of the Health Act 2004. However, this does not remove the complainant’s right to submit their complaint to independent agencies such as the HSE under the HSE Review Process or the Ombudsman/Ombudsman for Children.

If a complaint is found to be vexatious or malicious, no record of the complaint is to be retained in the file of the staff member / service about which the complaint was made.

Before the complaint is deemed vexatious the Designated Complaints Officer must bring it to the attention of the Designated Leads Complaints Officer.

12.8 Anonymous Complaints
All anonymous complaints, both written and verbal, should be documented on the appropriate complaint reporting forms (Appendix 5) and brought to the attention of the relevant line manager for a decision as to whether an investigation and/or quality improvements are required on the basis of the complaint.

It is the policy of the Daughters of Charity that complainants must provide contact details when making a complaint against the Service to enable
appropriate validation, follow up and investigation of that complaint unless there is a good and sufficient reason for withholding this information.

Anonymous complaints will not normally be investigated as there is always a possibility that they are vexatious or malicious and the anonymity of the complainant does not enable the principles of natural justice and procedural fairness to be upheld. Notwithstanding the fact the anonymous complaints cannot be the subject of a formal investigation unless there is supporting evidence, management should assure themselves that the systems in place are robust and the welfare of service user’s is not at risk.

If the complaint is made by phone, or by person, the member of staff taking the complaint should encourage the caller to provide a name and telephone number at which they may be contacted. The caller should be advised that unless they provide their name and contact details, it may not be possible to investigate the complaint if the disclosure of identity is regarded as essential to facilitate a full and proper investigation of the complaint.

If an anonymous complainant provides details that enable the identification of individual staff members, these details must be anonymised and there must be no record of an anonymous complaint on the file of any individual staff members.

12.9 Refusal to Investigate or further Investigate complaints

(1) A Designated Complaints Officer shall not investigate a complaint if—
   (a) the person who made the complaint is not entitled under section 46 of the Health Act 2004 to do so either on the person’s own behalf or on behalf of another,
   (b) the complaint is made after the expiry of the period specified in section 47(2) or any extension of that period allowed under section 47 (3) of the Health Act 2004.

(2) A Designated Complaints Officer may decide not to investigate or further investigate an action to which a complaint relates if, after carrying out a preliminary investigation into the action or after proceeding to investigate such action, that officer—
   (a) is of the opinion that—
       (i) the complaint does not disclose a ground of complaint provided for in section 46
       (ii) the subject-matter of the complaint is excluded by section 48,
       (iii) the subject-matter of the complaint is trivial, or
(iv) the complaint is vexatious or not made in good faith, or
(b) is satisfied that the complaint has been resolved.

(3) A Designated Complaints Officer shall, as soon as practicable after determining that he or she is prohibited by subsection (1) from investigating a complaint or after deciding under subsection (2) not to investigate or further investigate a complaint, inform the complainant in writing of the determination or decision and the reasons for it.

12.10 Redress

Redress should be consistent and fair for both the complainant and the service against which the complaint was made. The Service should offer forms of redress or responses that are appropriate and reasonable where it has been established that a measurable loss, detriment or disadvantage was suffered or sustained by the claimant personally. This redress could include:

- Apology
- An explanation
- Admission of fault
- Change of decision
- Replacement
- Repair/rework
- Correction of misleading or incorrect records
- Technical assistance
- Recommendation to make a change to a relevant policy or law
- A waiver of debt

12.11 Withdrawal of Complaints

A complainant may, at any time, withdraw a complaint made and, on being advised of such withdrawal, the Designated Complaints Officer may cease to investigate or review the complaint. However, where the Designated Complaints Officer has reasonable grounds for believing that public interest would best be served by the continuation of the investigation or review, he or she must refer the matter to the Designated Lead Complaints Officer for a decision on the matter
12.12 Annual Report to HSE

A service provider who has established a complaints procedure by agreement with the HSE must provide the HSE with a general report on the complaints received by the service provider during the previous year indicating:

- The total number of complaints received
- The nature of the complaints
- The number of complaints resolved by informal means
- The outcome of any investigations into the complaints

As well as providing an Annual report it is envisaged that the Health Service Executive will collect statistics / details of complaints on a quarterly basis.

It is also requested that where a serious complaint is made that the Local Health Manager will be made aware of same.

13.0 Review of Complaints Management Process

Four Key Performance Indicators have been developed by the HSE (currently under review with the HSE) in line with Performance Standards 1 – 4 contained in Appendix 4 of this document.

The Daughters of Charity Service as a service provider are required to furnish the HSE Administrative Area General Manager for Consumer Affairs with a twice yearly general report of the management of complaints within their Service in accordance with Section 55 of the Health Act 2004 at a time and in a manner as the Executive may specify, indicating:

(a) The total number of complaints received,
(b) The nature of the complaints,
(c) The number of complaints resolved by informal means, and
(d) The outcome of any investigation into the complaints.

To achieve this, the number of complaints received each month together with the type of complaints must be tracked on a monthly basis through Appendix 5 of this document and forwarded to the Service Lead Designated Complaints Officer on a six monthly/yearly basis.

14.0 References and Guiding Documents

Health Service Executive, (2012) National Service Plan

Health Service Executive, Guidelines for Voluntary Organisations and Hospitals in Drafting Complaints Procedures


15.0 Appendices
Appendix 1 Complaints Process Structure 24
Appendix 1a Service User Complainant Guidelines 25
Appendix 2 Verbal Complaints Register 27
Appendix 3 Service User/Family Information Sheet 30
Appendix 4 Performance Indicators and Standards 38
Appendix 5 Complaints Reporting Template 40
Appendix 6 HSE “Your Service, Your Say” 45
Appendix 7 National Advocacy Service Contact details
Appendix 1

Complaints Process Structure

Staff Member Receives Complaint

Can complaint be resolved by Front-line staff up to and including Service Manager within 24 hours? At any stage the complainant can contact the Office of the Ombudsman

- **NO**
  - Forward to Line Manager / Designated Complaints Officer
  - Immediate response to Complainant from Designated Complaints Officer/Administrator
  - **Closed**
  - Acknowledged within five days
    - Managed by Designated Complaints Officer/Administrator
    - Investigated
    - Provide opportunity to relevant persons to consider draft adverse finding.
    - Response prepared
    - Final response to complainant within 30 days
    - Complainant satisfied
      - **Yes**
        - Complaint Closed
      - **No**
        - Refer to Designated Lead Complaints Officer to investigate.
        - Complainant Satisfied
          - **Yes**
          - Complaint Closed. At any stage the complainant can contact the Office of the Ombudsman
          - **No**
            - Advise the complainant of the right of a HSE Internal review

- **YES**
  - Complaint resolved
  - Forward Complaints Register and all documentation to Administrator within 24 hours
Appendix 1a: **Service User Complaint Guidelines**

The Service recognises your right to make a complaint if you feel that you would or if you feel that your rights are not being respected and if you are not satisfied with some aspect of the service or the supports that you receive.

If you have a complaint or a concern and want to make a complaint this is what you may do if you so wish:

- Arrange to speak to a staff member of your choice that you trust and feel comfortable with.
- The staff member will meet with you, listen to your concerns and do their best to try to resolve your complaint immediately. This could mean meeting with a number of people who may assist with resolving your complaint.
- If the staff member cannot resolve your complaint/problem you will be asked to fill in a complaint form which will then be given to their direct line manager.
- The staff member will then meets with their line manager and discuss your complaint with him/her.
- The manager will arrange to meet with you and a person you may wish to bring to the meeting and anyone else who may help to resolve your complaint.
- We will try to resolve your complaint as soon as possible, but you will be kept informed of what is happening during this time.
- If the manager can resolve your complaint/concern to your satisfaction he/she will meet with you to discuss your complaint to see if you are satisfied with the outcome.
- If the manager cannot resolve your complaint he/she will meet with the Designated Complaints Officer and discuss your complaint.
- The Designated Complaints Officer will examine your complaint. A recommendation will be then given to you within 30 working days and if you are happy with the recommendation the matter will be resolved. Sometimes this may take longer, if that happens, the Designated Complaints Officer will keep you informed.
- If you are unhappy with the recommendation your complaint may be forwarded to the Designated Lead Complaints Officer who will then do everything that is possible to resolve your complaint to your satisfaction.
- If you are unhappy with the recommendations made by the Designated Lead Complaints Officer or the way your complaint was dealt with you may request a review from the Director of the National Advocacy Unit. You should clarify in writing the key issues that you wish to have reviewed. The HSE National Advocacy Unit and Advocacy Services are available to help you with this process. You have 30 working days from the date of the final investigation report sent to you by the Designated Complaints Officer to request a review. The contact details are:
  
  Oak House, Millennium, Park, Naas, Co. Kildare.
  
  Email: yoursay@hse.ie  Tel: (045) 880 400

- If following this you are still unhappy you can bring your complaint to the Ombudsman. The Ombudsman is a person appointed by the Government to protect you while you are receiving services. Their contact details are:

Office of the Ombudsman
18 Little Leeson Street, Dublin 2.
Tel: +353-1-639 5600
Lo-call: 1890 223030
Fax: (01) 639 5674

Ombudsman for Children’s Office
Millennium House
52-56 Great Strand Street
Dublin 1
Tel: 01-6656800

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# Appendix 2

## Verbal Complaints Register (Service User)

<table>
<thead>
<tr>
<th>Date:</th>
<th>Time:</th>
<th>Rec. by phone</th>
<th>In person</th>
</tr>
</thead>
</table>

### Complainant Details:

- **Name:**
- **F**
- **M**
- **Centre/Address:**
- **Telephone No.:**

**Relationship to Service User:**

*If other than service user and if complaint is service user related*

Complete only if Service User related:

### Service User’s Details (if other than complainant):

- **Name:**
- **F**
- **M**
- **D.O.B.:**
- **Address:**

**Record No.:**
**Location:**

**Does the complaint require further action?**
- **Yes**
- **No**

**Identify any further response necessary:**

Complete only if Service User related:

### Service User Details:

- **Location:**

**Does the complaint require further action?**
- **Yes**
- **No**

**Identify any further response necessary:**

**Is the complaint resolved?**
- **Yes**
- **No**
Complaint taken by:

Name: ____________________  Designation: ____________________

Contact No: ____________________  Contact Unit: ____________________

Brief Summary of Complaint:

_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

Summary of Action Taken:

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Description</th>
<th>Signature of Person taking action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

Signed: ____________________  Date: ____________________
Stage One: Local Resolution at the Point of Contact (courtesy of HSE)

Verbal complaint received by
Staff member / Manager / Designated Complaints Officer (Administrator)

LISTEN
- Listen to the complainant
- Identify the issues (be aware of multiple issues) and what outcome the complainant would wish to result from their complaint
- Summarise the issues
- Thank the complainant
- Empathise and Explain what will happen next
- Now Act - determine the appropriate action

Complaint may be resolved locally
The complaint is managed by the Staff Member/Manager or Designated Complaints Officer at the point of contact with a view to local resolution.

Complaint cannot be resolved locally
Staff member / Manager / Designated Complaints Officer determine that the complaint cannot or should not be resolved at the point of contact.

Complaint resolved at point of contact
- No
  - Advise complainant of right to submit a written complaint for investigation

Complaint resolved at point of contact
- Yes
  - Review complaint to identify any quality / safety issues to be addressed
  - Send details and outcome of complaint to Designated Complaints Officer for

Send complaint to Designated Complaints Officer for management
- Designated Complaints Officer acknowledges complaint within 5 working days of receipt of complaint
- Investigation / escalation of complaint initiated by Designated Complaints Officer
- See Section 8 for Stage 2 / Stage 3 of Complaints Management Process
Appendix 3

Daughters of Charity Service
For Persons with Intellectual Disability

Information on Complaints Procedure
For Service Users and Families etc.

Centre:

Service Manager:

Telephone Number:

Fax Number:

Email:
Introduction

The Daughters of Charity Service has a complaints policy, which will assist you if you wish to make a complaint.

Our staff will make every effort to assist you by providing a high quality and professional service at all times. However, sometimes things do go wrong. If you have a problem or are unhappy with any aspect of our Service, we want to know about it so that we can try to resolve the issue.

You can contact any member of staff who should do their best to sort out any problems or difficulties you might have. This may be frontline staff that are familiar with the complaints process. If frontline staff cannot resolve this problem, they will inform their manager who may refer this to the Service Manager / Designated Complaints Officer if they cannot assist you.

Under the 2004 Health Act the Daughters of Charity Service are obliged to have in place a Designated Complaints Officer. For the purpose of receiving complaints, the Service Manager in each Service area is deemed the Designated Complaints Officer. If the Service Manager is unable to deal with your complaint she/he may contact the Designated Lead Complaints Officer (See contact details of Designated Complaints Officer and Designated Lead Complaints Officer).

In addition the HSE “Your Service, Your Say” outlines specific procedures to be followed in the event of your complaint being legislated by Part 2 of the Disability Act (Appendix 6 of the Daughters of Charity Complaints Procedure). A full copy of the above document can be accessed on www.hse.ie.

Please complete complaints form attached to this appendix, if you wish to document your complaint in writing and send it to the Service Manager whose address and telephone number is attached on the cover page of this document.

Your complaint will at all times be acknowledged, treated confidentially and investigated thoroughly. You will have your complaint acknowledged within five working days. A final decision and full response will be made within 30 working days. However, in some cases, it does take longer to resolve but you will be advised of progress. Designated Complaints Officers may need to access personal service user confidential data for the purposes of investigating the complaint.

Once you receive the final report form the Daughters of Charity Service, you have 30 days to request a HSE internal review.

You have a right at any stage either during the process or if you are dissatisfied with the response received to refer your complaint to either the Ombudsman or Ombudsman for Children, website www.ombudsman.ie or www.oco.ie as outlined within the Health Act 2004.
<table>
<thead>
<tr>
<th>Designated Complaints Officer</th>
<th>Ms Mary Reynolds, Service Manager, St Vincent’s Centre Navan Road, Dublin 7. Tel No: 01-8245300 Fax No: 01 8383446 Email: <a href="mailto:mary.reynolds@docservice.ie">mary.reynolds@docservice.ie</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Designated Complaints Officer</td>
<td>Sr. Mary O’Toole, Service Manager St Joseph’s, Clonsilla, Dublin 15. Tel No: 01-8248600 Fax No: 01 8214684 Email: <a href="mailto:sr.mary.otool@docservice.ie">sr.mary.otool@docservice.ie</a></td>
</tr>
<tr>
<td>Designated Complaints Officer</td>
<td>Mary Lucey Pender, Service Manager, Unit 4a Techport, Coolmine Industrial Estate, Dublin 15. Tel No: 01-8223801 Fax No: 01 8223804 Email: <a href="mailto:mary.lucey@docservice.ie">mary.lucey@docservice.ie</a></td>
</tr>
<tr>
<td>Designated Complaints Officer</td>
<td>Maureen Dunne, Service Manager, Weavers, Coolmine Industrial Estate, Dublin 15. Tel No: 01-8213226 Fax No: 01 8215442 Email: <a href="mailto:maureen.dunne@docservice.ie">maureen.dunne@docservice.ie</a></td>
</tr>
<tr>
<td>Designated Complaints Officer</td>
<td>Ms Mary Reynolds, Service Manager, St Vincent’s Centre Navan Road, Dublin 7. Tel No: 01-8245300 Fax No: 01 8383446 Email: <a href="mailto:mary.reynolds@docservice.ie">mary.reynolds@docservice.ie</a></td>
</tr>
<tr>
<td>Designated Complaints Officer</td>
<td>Ms Theresa O’Loughlin</td>
</tr>
<tr>
<td>------------------------------------------------------------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td>Children Services, Dublin</td>
<td>Children Service Manager,</td>
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<tr>
<td></td>
<td>Oakridge,</td>
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<tr>
<td></td>
<td>Clonsilla Road,</td>
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<tr>
<td></td>
<td>Dublin 15.</td>
</tr>
<tr>
<td></td>
<td>Tel No: 01-</td>
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<tr>
<td></td>
<td>Fax No: 01</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:theresa.oloughlin@docservice.ie">theresa.oloughlin@docservice.ie</a></td>
</tr>
<tr>
<td>Designated Complaints Officer</td>
<td>Ellis Madden, CNM3,</td>
</tr>
<tr>
<td>St Rosalie’s Portmarnock</td>
<td>Convent Lane,</td>
</tr>
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<td></td>
<td>Portmarnock,</td>
</tr>
<tr>
<td></td>
<td>Co. Dublin.</td>
</tr>
<tr>
<td></td>
<td>Tel No: 01-8460132</td>
</tr>
<tr>
<td></td>
<td>Fax No: 01 8461602</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:ellis.madden@docservice.ie">ellis.madden@docservice.ie</a></td>
</tr>
<tr>
<td>Designated Complaints Officer</td>
<td>Geraldine Galvin, Acting Service Manager</td>
</tr>
<tr>
<td>St. Vincent’s Centre Llisnagry</td>
<td>St. Vincent’s Centre</td>
</tr>
<tr>
<td></td>
<td>Llisnagry</td>
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<tr>
<td></td>
<td>Limerick.</td>
</tr>
<tr>
<td></td>
<td>Tel No: 061 501400</td>
</tr>
<tr>
<td></td>
<td>Fax No: 061 330161</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:geraldine.galvin@lim-docservice.ie">geraldine.galvin@lim-docservice.ie</a></td>
</tr>
<tr>
<td>Designated Complaints Officer</td>
<td>John O’Callaghan, Service Manager</td>
</tr>
<tr>
<td>Training, Employment and Enterprise</td>
<td>The Gate Lodge</td>
</tr>
<tr>
<td></td>
<td>St. Vincent’s Centre</td>
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<tr>
<td></td>
<td>Llisnagry</td>
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<tr>
<td></td>
<td>Limerick.</td>
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<tr>
<td></td>
<td>Tel No: 061 501454</td>
</tr>
<tr>
<td></td>
<td>Fax No: 061 339027</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:john.ocallaghan@lim-docservice.ie">john.ocallaghan@lim-docservice.ie</a></td>
</tr>
<tr>
<td>Designated Complaints Officer</td>
<td>John O’Callaghan, Service Manager</td>
</tr>
<tr>
<td>Community Residential Services Limerick</td>
<td>The Gate Lodge</td>
</tr>
<tr>
<td></td>
<td>St. Vincent’s Centre</td>
</tr>
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<td>Llisnagry</td>
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<td>Fax No: 061 339027</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:john.ocallaghan@lim-docservice.ie">john.ocallaghan@lim-docservice.ie</a></td>
</tr>
</tbody>
</table>
| Designated Complaints Officer | Breda Corcoran  
East Limerick Childrens Service | Clinical Manager  
East Limerick Children’s Services  
Unit 4, Crossgalla,  
Eastway Business Park  
Ballysimon Rd,  
Co. Limerick  
Tel No: (061) 603 400  
Email: [http://www.eastlimerick.ie](http://www.eastlimerick.ie) |
|-----------------------------|---------------------------------------------------------------|
| Designated Complaints Officer | Breda Noonan Service Manager  
St Anne’s Residential Services | St. Anne’s Centre  
Sean Ross Abbey  
Roscrea  
Tel No: 050 522046  
Fax No: 050 522525  
Email: [breda.noonan@lim-docservice.ie](mailto:breda.noonan@lim-docservice.ie) |
|-----------------------------|---------------------------------------------------------------|
| Designated Complaints Officer | Catriona Larkin, Service Manager  
St Anne’s Day Services | St. Anne’s Centre  
Sean Ross Abbey  
Roscrea  
Tel No: 050 522046  
Fax No: 050 522525  
Email: [Catriona.larkin@stannes.ie](mailto:Catriona.larkin@stannes.ie) |
|-----------------------------|---------------------------------------------------------------|
| Designated Complaints Officer | Michelle Doyle  
For MDT Personnel  
(East Limerick/North Tipperary) | Quality and Risk Officer  
Daughters of Charity Service  
Limerick/North Tipperary  
St. Vincent’s Centre  
Lisnagry  
Limerick  
061-501464  
[ michelle.doyle@lim-docservice.ie](mailto:michelle.doyle@lim-docservice.ie) |
|-----------------------------|---------------------------------------------------------------|
| Designated Complaints Officer | Gráinne Bourke  
For MDT Personnel  
(Dublin) | Quality and Risk Office  
Central Management,  
St Vincent’s Centre,  
Navan Road,  
Dublin 7.  
Tel No: 01 8245409  
Fax No: 018385496  
Email: [grainne.bourke@docservice.ie](mailto:grainne.bourke@docservice.ie) |
| Designated Lead Complaints Officer | Liz Reynolds,  
Assistant Chief Executive Officer  
Daughters of Charity Service  
Limerick/North Tipperary  
St. Vincent's Centre  
Lisnagry  
Limerick  
Tel No: 061-501464  
Fax No:  
Email: liz.reynolds@lim-docservice.ie |
Written Complaint Form

Please print:

Name: ____________________________________________

Address: ___________________________________________

_________________________________________________________

Telephone Number(s): _______________________________________

Please indicate the Centre/Service about which your complaint pertains to:

_________________________________________________________

Date of Complaint: ____________________________

Nature of Complaint:

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________
Nature of Complaint continued ........................................


I certify that the information given above is true.

Signed: ___________________________ Date: ___________________________

For the purpose of this investigation of my complaint, I grant permission to the Daughters of Charity to access my personal service user confidential information. I consent that my personal file may be accessed by the Complaints Officer. This may be necessary in some cases to fully investigate your complaint.

Signed: ___________________________ Date: ___________________________

For Official Use Only

<table>
<thead>
<tr>
<th>Complaint Number</th>
<th>Month/Year</th>
<th>Date Received</th>
<th>Signature of Receiver</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Appendix 4

Key Performance Indicators:

1. Customer feedback is actively encouraged and promoted.
2. Consumer and staff rights are upheld throughout the complaint management process.
3. Local processes support best practice in complaint handling.
4. Complaints information is integrated into organisational improvement activities.

Performance Standard 1:

Consumer feedback is actively encouraged and promoted.

Criteria:

- Signage at strategic locations informs consumers about how they can make complaints.
- Consumer complaint forms are clearly visible and widely available.
- All written complaint information is easy to understand and information is provided verbally when requested.
- Both oral and written complaints are accepted and acted upon.
- Additional assistance to lodge a complaint is provided as required (e.g. interpreter service, advocate).
- Consumers are involved in the development of consumer information.
- Consumers are involved in an annual review of the complaints management process.
- Anonymised information about complaints received is published internally and externally.
- Information about complaints includes at least: number, seriousness category and outcome.
- Staff actively encourage both positive and negative feedback.

Performance Standard 2:

Consumer and staff rights are upheld throughout the complaint management process.

Criteria:

- The principles of procedural fairness are adhered to in the management of complaints.
- Consumers are treated respectfully and with consideration to privacy, religion and cultural background.
- Consumers are not discriminated against or victimised as a result of lodging a complaint.
- Staff are not victimised as a result of being involved in a complaint.
- All complaints are treated as legitimate and actively addressed.
- All parties involved in a complaint are involved in the investigation of the complaint.
- All parties involved in a complaint are advised of the outcome of the complaint.
- All information regarding and arising from a complaint is treated confidentially.
- No reference to the lodging of a complaint is made in a medical record.
Each health service location has one central location with restricted access, for the storage of all documentation relating to a complaint. All reports provided to staff and the community on consumer complaints contain only anonymised information.

Performance Standard 3:

Local processes support best practice in complaint handling.

Criteria:

- Procedures on managing complaints are implemented in accordance with the policy principles.
- Procedures for managing complaints are reviewed yearly with staff and consumer input.
- Outcomes from reviews carried out at a local level are fed to the Director of Advocacy for consideration in further development of the complaints management process.
- A Designated Complaints Officer is designated for each facility.
- The orientation/induction program raises awareness of complaints handling procedures.
- All staff receives information/training on complaints handling in accordance with the Standard Operating Procedures.
- Complaints are resolved at the point of service wherever possible and appropriate.
- Written complaints are acknowledged within 30 working days of receipt.
- At least eighty percent of complaints are resolved within 30 working days.
- Complainants are advised of the progress of the complaint every 20 days until resolved.
- All parties involved in the complaint are informed of the outcome of the complaint.
- All complaints are documented.
- Complaints are collated in a manner that allows analysis to identify patterns and trends.

Performance Standard 4:

Complaints information is integrated into organisational improvement activities.

Criteria:

- Aggregated complaints information, including at least the number, issue, seriousness categories and outcomes of complaints are reviewed no less than bi-annually with a view to identifying possible areas for service improvement.
- Senior Management and other relevant staff consider reports on feedback obtained through the complaint process.
- Complaints data is used for decision making including but not limited to, strategic planning, operational planning and quality planning and review.
- Information obtained from complaints is considered as part of the HSE’s quality improvement and risk management processes.
- Organisation wide improvements result from both aggregated and individual complaint information.
• All staff receive anonymised information about complaints relevant to their work area and their location.
• The processes for collecting, analysing and presenting complaints data are reviewed at least yearly for quality, efficiency, usefulness and timeliness.
Attention from the Designated Complaints Officer from February onwards.

This field will automatically be populated by the system once the first month of the year has been entered, therefore it will not require further

midnight on 31st December.

direct correlation to the number of complaints that are on hand at the end of the previous month & how many complaints are open at

The section refers to the number of complaints that are on hand at the beginning of the month before the receipt of any new complaints. It is a

Complaints received pending at end of last month:

Tel: 057 93 57618

Co. Offaly
Tullamore
Cromshin
Central Business Park
Block 4
National Advocacy Unit
The Health Service Executive
Nicki Williams

If you have any queries, please contact your Local Regional Manager for Consumer Affairs or

Contact details for more information:

b 203 detailed categorisation list for reference only (this worksheet lists the type of complaints under each heading. It is for reference only).

e Template for recording statistics

Please note that there are two workshets in these years excel spread sheet.
In relation to a contract required to be made under paragraph (b) of sub-paragraph (2) of subsection (1) of section 3, a matter that could be the subject of an appeal under section 60 of the Civil Registration Act 2004; a matter relating to the removal of appointment of an employee by the executive of a service provider; an action taken by the executive of a service provider solely on the advice of a person exercising client jurisdiction in the circumstances of the exercise of that jurisdiction by a person acting on behalf of the executive of a service provider; a matter that is not enabled to make a complaint about any of the following matters:

|- Subject of Legal Procurement of another process | Full Complaint Excluded under Part 9 of the Health Act 2004 |

This figure is a total of the previous two columns and will automatically be entered when columns (1) and (2) are populated:

Total Complainants on hand / open in current month:

This is the total number of all complainants received by the Designated Complaints Officer for the month in question:

Complainants Received This Month:

---

SAMPLE WORKSHEET Anaylsis of Complaints 2013

Appendix B: Complaints Template Guidance Notes 2015
Positive Feedback:

Any comments or suggestions received by the Designated Complaints Officer should be noted here.

Complaints and Suggestions

The National Advocate Unit, a qualified mediator is someone with formal certification / qualification in mediation. If unsure check with your local Consumer Affairs Office or have a reading on the overall totality of the case included in sections (4) to (9). Regardless of which stage the complainant has been dealt with, if services of a qualified mediator were used it should be noted here. This will not

Complaints Resolved Through Mediation:

Written complaints pending at end of month:

Written complaints that took longer than 20 working days to deal with:

If the complainant has been dealt with within the 20 working day guideline and no extension of time is required then it is noted in this section.

Stage 2 of a complaint refers to a formal written complaint:

Written complaints dealt with within 20 working days at Stage 2:

If the complaint has been dealt with, no further investigation:

This refers to a complaint that has been dealt with under the system, but which subsequently is withdrawn by the complainant - no further investigation required.

Anonymous Complaints:

Complaints that have been received but for which the source of the complaint is unknown.

Anonymous Complaints cannot be formally investigated, notes as received and refer to the appropriate line manager for their information.
Throughout the organisation and is not specific to feedback received directly via the Designated Complaints Officer. All positive feedback received through any staff member regarding a service should be included in here. This includes feedback received.

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<tr>
<th>Complaints</th>
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SAMPLE WORKSHEET Analysis of Complaints 2013
Appendix: Complaint Template Guidance Notes 2015
Headings 1 to 8 are the pillars of the National Healthcare Charter. 

https://www.nhs.uk/eng/services/YPs/National-Healthcare-Charter/

a certain procedure and staff attitude/manner.

One complaint could raise a number of different issues and should therefore be included in different categories. 

A complaint about waiting time for

The total number of complaints under all categories for a particular month will not add up to the total number of complaints.

Please note that the "complaints by type" section of the template is used for the purpose of capturing data about complaints categories.
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<td>10. Clinical Judgment</td>
<td>9. Verbal Complainants' e.g. alarms at night, not being called, inadequate or incorrect care for the patient.</td>
<td>8. Management of complaints in the HSE.</td>
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<td>11. Verbal Complainants</td>
<td>Item 1.0. of the Procedure for the Management of the Health Act 2004. For guidance on how to deal with complaints, the HSE provides guidelines. Please see Section 10.3 of the Procedure for the Management of the Health Act 2004.</td>
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<td>13. Nursing Homes and Residential Care for Elderly People (55 and over)</td>
<td>Induces complaints about physical nursing homes and long-term care facilities.</td>
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<td>14. Pre-school Inspection Services</td>
<td>Includes compliants made about pre-school inspection services.</td>
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<td>15. Trust in Care</td>
<td>Includes compliants made about pre-school inspection services.</td>
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<td>16. Allegations of abuse of a child, protection and welfare of children e.g. Children's First National Guidelines for the Clinical Judgement of a child.</td>
<td>Allegations of abuse of a child, protection and welfare of children e.g. Children's First National Guidelines for the Clinical Judgement of a child.</td>
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Appendix 6: "Your Service, Your Say"

Title:  ‘Your Service Your Say’
The Management of Consumer Feedback to include Comments, Compliments and Complaints in the Health Service Executive (HSE)

Written by:  Dr. Samantha Hughes

In consultation with:  Staff, consumers and trade union representatives.

Thanks to all who gave their time as part of the consultation process to create these guidelines. We hope they will be of practical use at all levels of our organisation and they will support the valuable work you do when dealing with feedback from our consumers.

Reviewed by:  Support Staff, Consumer Affairs

Approved by:  Mary Culliton, Head of Consumer Affairs
Revision number: Version 1.3
Date: 12.03.2009
Frequency of review: Annually
Published by: HSE,
Oak House,
Millennium Park,
Naas,
County Kildare,
Ireland.

Telephone:  1890 424 555
Email:  yoursay@hse.ie
Website:  www.hse.ie

This booklet outlines the policy and procedures for ‘The Management of Consumer Feedback to include Comments, Compliments and Complaints in the Health Service Executive’. If you require clarification on any aspect of the policy or procedure documents, please contact the HSE Consumer Affairs Office 1890 73 73 43.
Appendix 7: National Advocacy Service (NAS) contact details.

The National Advocacy has 5 regional based managers, 7 Senior Advocates and 28 Advocates. The names and contact details of these regional based managers are as follows:

The National Advocacy Service for People with Disabilities can be contacted on the new national number 0761 07 3000.

Regional managers are as follows:

| Region 1 Clondalkin CIS  
<table>
<thead>
<tr>
<th>Covering Dublin mainly within the M50</th>
<th>Office Location</th>
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<tbody>
<tr>
<td>Ben North Manager <a href="mailto:ben.north@advocacy.ie">ben.north@advocacy.ie</a></td>
<td>Clondalkin</td>
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| Region 2 Westmeath CIS  
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<thead>
<tr>
<th>Covering North East – Cavan, Fingal, Longford, Louth, Meath, Monaghan and Westmeath</th>
<th>Geographical Area Covered</th>
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<tr>
<td>Louise Loughlin Manager <a href="mailto:louise.loughlin@advocacy.ie">louise.loughlin@advocacy.ie</a></td>
<td>Athlone</td>
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| Region 3 Offaly CIS  
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<tr>
<th>Covering South East – Carlow, Kildare, Kilkenny, Laois, Offaly, Wexford and Wicklow</th>
<th>Geographical Area Covered</th>
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<tr>
<td>Nuala Crowe Taft Manager <a href="mailto:nuala.crowetaft@advocacy.ie">nuala.crowetaft@advocacy.ie</a></td>
<td>Offaly</td>
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| Region 4 Waterford CIS  
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<th>Covering South West - Cork, Kerry, Limerick, Tipperary and Waterford</th>
<th>Geographical Area Covered</th>
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<tr>
<td>Patricia O'Dwyer Manager <a href="mailto:patricia.odwyer@advocacy.ie">patricia.odwyer@advocacy.ie</a></td>
<td>Waterford</td>
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| Region 5 Leitrim CIS  
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<th>West – Clare, Donegal, Galway, Leitrim, Mayo, Roscommon and Sligo</th>
<th>Geographical Area Covered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Josephine Leavened Manager <a href="mailto:josephine.keaveney@advocacy.ie">josephine.keaveney@advocacy.ie</a></td>
<td>Leitrim</td>
</tr>
</tbody>
</table>