

**BROTHERS OF CHARITY SERVICES LIMERICK**

**SU 2006.02**

**COMPLAINTS POLICY FOR  
SERVICE USERS, FAMILIES &  
ADVOCATES**

**(AN EASY TO READ VERSION IS  
AVAILABLE FOR SERVICE USERS)**

**Revised May 2012**

# **LIST OF MEMBERS**

## **POLICY REVIEW GROUP 2012:**

**Ms. Noreen Ryan**

**Ms. Mary O'Connell**

**Ms. Teresa Ryan**

**Mr. Brian Muldoon**

**Mr. Brian Leahy**

*This policy has been informed by the:  
Procedures for the Management of Complaints in the Health Service Executive by Ms.  
Mary Stokes, HSE.*

This policy was adopted by the Senior Management Team at its meeting on 24<sup>th</sup> May 2012 and will be reviewed again in May 2015.

**Signed:** \_\_\_\_\_

**Norma Bagge,  
Chief Executive (Acting).**

**Date: 24<sup>th</sup> May 2012**

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This policy has been informed and supports 'Your Say Your Service' HSE August 2008

## Complaints Procedure for Service Users, Families and Advocates

In keeping with the ethos of the Congregation of the Brothers of Charity the activities of the Brothers of Charity Services Limerick are guided by a strong commitment to values that recognise all people first as individuals. We endorse full inclusion for individuals with disabilities in all aspects of community life. In partnership with individuals, families, professionals, organisations and state agencies, we seek to shape policy decisions and to increase the opportunities for inclusion, independence, productivity and personal life satisfaction for individuals with intellectual difficulties.

It is the policy of the Brothers of Charity Services Limerick to comply with best practice governance and accountability obligations, as appropriate to health and social care agencies, state bodies and publicly funded organisations.

### **Purpose:**

The Brothers of Charity Services Limerick aim to provide as responsive a service as is possible to their service users and their families. This policy is designed to enable those who use our services to bring to our attention any complaints that they may have.

### **Definition of a Complaint:**

“complaint” means a complaint any action of the Executive or a service provider that—(a) it is claimed, does not accord with fair or sound administrative practice, and adversely affects the person by whom or on whose behalf the complaint is made (Definition as per the Health Act 2004).

A complaint is ‘*an expression of dissatisfaction which needs a response.*’ A complaint may include concerns where standards of care, treatment and practice are perceived to fall short of what is acceptable.

The Brothers of Charity Services invite such complaints and view them as opportunities to learn and to improve our services. We endeavour to work in a spirit of partnership and openness and we wish to assure our service users and their families that if they have any concerns or complaints, we wish to be informed of these in detail, and will seek to resolve the issues involved. Accordingly, each team leader and manager has the responsibility of bringing this complaints procedure to the attention of their staff and to service-users.

Families will be made aware of the policy. A user friendly edition is available to all service users. Special attention is paid to providing for the needs of people with special requirements

### **Who can make a complaint**

Any person who is being or was provided with a service by Brothers of Charity Services or who is seeking or has sought provision of such service may complain, in accordance with the procedures established by Brothers of Charity Services that-

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

### **How complaints can be made**

Verbal, written, email, fax. People who use the services may choose to use the ‘Your Service, Your Say’ complaints procedure. (See Appendix 1). Informal complaints recorded in Complaints Log (Appendix 2).

## **Advocacy**

All complainants have the right to appoint an advocate. Where a person is unable to make a complaint themselves an advocate can assist them in making the complaint.

## **Abuse Complaints**

This complaints procedure is superseded at all times by the Procedures for managing any allegations or concerns about abuse. In all such instances staff will follow the Brothers of Charity Services Limerick policy for reporting abuse, "The Governance Statement on the Welfare and Protection of Vulnerable Adults 2009".

## **The Complaints Procedure Does Not Cover:**

1. Complaints relating to any service not governed by the Brothers of Charity Services Limerick. These complaints should be directed to the agency concerned.
2. Matters that are dealt with under specific procedures such as allegations of abuse.
3. Complaints arising from matters relating solely to the exercise of clinical judgement by a practitioner (e.g. therapist, doctor, nurse) acting on behalf of Brothers of Charity Services Limerick. On these occasions it is acknowledged that the Complaints Officer (Chief Executive) may have to make a judgement call on what is or is not a matter relating solely to clinical judgement. The role of professional bodies (e.g. Medical Council, Psychological Society of Ireland) should then be taken into consideration when making this judgement. Some complaints which may appear to be clinical matters, actually relate to administration failures such as a lapse in communication or a failure to observe proper procedures. These complaints may be dealt with by the Complaints Officer (Chief Executive) or referred to the Ombudsman for investigation.
4. Any matter relating to recruitment or appointment of staff.

## **Matters excluded (As per Part 9 of the Health Act)**

48.—(1) 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 or tribunal;
- (b) a matter relating solely to the exercise of clinical judgment by a person acting on behalf of either the Executive or a service provider;
- (c) an action taken by the Executive or a service provider solely on the advice of a person exercising clinical judgment in the circumstances described in paragraph (b);
- (d) a matter relating to the recruitment or appointment of an employee by the Executive or a service provider;
- (e) a matter relating to or affecting the terms or conditions of a contract of employment that the Executive or a service provider proposes to enter into or of a contract with an adviser that the Executive proposes to enter into under section 24;
- (f) a matter relating to the Social Welfare Acts;
- (g) a matter that could be the 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.

If the complaint falls into one of these categories the complainant will be referred to the appropriate service or department.

### **Other existing procedures**

It is important to note that the Policy and Procedure for the management of complaints is complementary to other existing procedures e.g. disciplinary procedures, grievance procedures, Trust in Care, The Protection and Welfare of Vulnerable Adults and “The Protection and Welfare of Children with a Disability. Matters appropriate for these other procedures will continue to be treated in the same manner and in accordance with these agreed procedures.

### **Time Limits for Making a Complaint**

The Complaints Officer must determine if the complaint meets the time frames as set out in Section 47, Part 9 of the Health Act 2004 which requires that:

- A complaint must be made within 12 months of the date of the action giving rise to the complaint or within 12 months of the complainant becoming aware of the action giving rise to the complaint

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

- If the complainant is ill or bereaved
- If new relevant, significant and verifiable information relating to the action becomes available to the complainant
- If it is considered in the public interest to investigate the complaint
- If the complaint concerns an issue of such seriousness that it cannot be ignored
- Diminished capacity of the service user at the time of the experience e.g. mental health, critical/ long-term illness.
- Where extensive support was required to make the complaint and this took longer than 12 months
- A Complaints officer must notify the complainant of decision to extend / not extend time limits within 5 working days.

### **Capacity to Respond**

We are aware of the importance of responding to issues as quickly as possible and of the importance of handling any complaints as sensitively as possible. The manner in which the service responds to complaints is important in maintaining and restoring the confidence of our service users and their families who may feel aggrieved because of a particular complaint. The Brothers of Charity Services Limerick expect that a large proportion of complaints can and will be resolved at local level either directly with a staff member, or with his or her team leader or manager.

We will respond as best we can and seek to find ways of addressing the issues. In some instances we will be constrained by resources in our ability to act in response to a complaint. We will identify and include such issues in our service plans and work with the statutory authorities to obtain the necessary resources to resolve such issues.

Some service users may require assistance to articulate grievances or complaints. In such cases the organisation will ensure the service users have the support of an advocate to express their grievances.

## **THE STAGES OF THE COMPLAINTS MANAGEMENT PROCESS**

### **Stage 1:**

#### **Management of a Complaint at the Point of Contact.**

##### **Informal Procedure**

Good communication is the cornerstone of relationships with service users, their families, and the services. We encourage individuals to address complaints directly with the Manager of the particular service involved with the complainant. People who use the services may choose to use the 'Your Service, Your Say' complaints procedure. (See Appendix 1).

It is the responsibility of all staff members who have an issue or complaint raised with them to listen attentively. If an informal complaint is made the complainant should be invited to meet informally to discuss the complaint and the facts surrounding the complaint, with the Manager.

The Manager will keep a record of the complaint and the outcome in the local informal complaints log (see Appendix 2) and send a copy of all informal complaints and outcomes to the Head of Quality in Client Services.

##### **Receiving a Complaint**

When receiving a verbal complaint from a complainant, the recipient of the complaint should:

- Be respectful and helpful towards the complainant
- Give the complainant your individual attention
- Not attempt to lay blame, be defensive or argue
- Remain positive
- Not take anger as a personal attack

##### **Listen:**

- Listen carefully to the issues being raised by the complainant

##### **Identify:**

- Identify if there are multiple issues relevant to the complaint and separate each issue. Attempt to identify any hidden or underlying issues that may exist.
- Summarise the issues to clarify and check that you understand what the person is telling you.
- Ask the complainant to confirm that they agree with your interpretation of their complaint.
- Find out from the complainant what they want to happen as a result of their complaint.

##### **Sympathise:**

- Empathise and acknowledge the feelings of the complainant.

##### **Expression of regret or apology:**

- Research indicates that an early expression of regret or apology can minimise the possibility of a verbal complaint becoming a formal written complaint
- Training for staff must deal with the area of expression of regret and apology. Staff must also be given the skills to recognise when a complaint can or cannot be resolved at first point of contact and when the complaint needs to be referred to Complaints Officers for appropriate management.

## **Thank the client**

- Thank the client for taking the time to make the complaint

## **Explain**

- Explain to the complainant that there will be no negative repercussions

## **Now Act**

- **Assess the verbal complaint:**

Once a verbal complaint is received, the **Manager** receiving the complaint must ensure that they get as much information as possible about the complaint to assist them in assessing the seriousness and/or the complexity of the complaint. This in turn assists the Manager in determining if the complaint should be resolved locally or if the complaint should be referred to the Complaints Officer for management.

A record to be kept of **informal complaints (Appendix 1)**

## **Formal Procedure:**

Where a complaint can not be handled informally then a formal complaint should be made. The service user or family should approach either,

- (a) The Manager of the service concerned
- (b) Complaint's Officer (Chief Executive)

## **Stage 2a:**

### **Informal Resolution**

The 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 was not successful or was deemed inappropriate, the Complaints Officer will initiate a formal investigation of the complaint.

## **Stage 2b**

### **Formal Investigation**

Where the complainant may not feel it appropriate to raise an issue indirectly with the staff member, a formal complaint may be made.

The service user or family should approach either,

- (a) The Manager of the service concerned
- (b) Complaint's Officer (Chief Executive)

## **Formal Complaint:**

A formal complaint should be in writing and will be treated in a confidential manner within the complaints process. In a situation where an individual requires assistance to write the complaint, assistance will be provided by the individuals advocate/ a support person of their choice.

Someone who cannot write and who doesn't wish to have assistance in putting the complaint in writing may, nevertheless, put a formal complaint "on the record" by



recording the formal complaint on a cassette tape recorder, or on a video tape, or by indicating that they wish to make a formal complaint to the team leader, the manager, the regional manager, or the head of department who will then have an obligation to put that complaint in writing.

People who use the services may choose to use the 'Your Service, Your Say' complaints procedure (See Appendix 1).

On receipt of a formal complaint Manager will complete the Formal Complaints log, (Appendix 3). A copy of the written complaint should be forwarded to the Complaints Officer (Chief Executive).

Once a complaint has been received, the Manager/Complaints Officer will endeavour to resolve the issue rapidly, and bring it to a satisfactory resolution. They may require assistance in establishing the particular facts in a given situation.

### **Acknowledgement**

Acknowledgement of complaints

The service user or family will receive a written acknowledgement from the Service Area Manager/ Complaint's Officer within **5 working days** to inform them that their complaint has been received and is receiving attention. The Manager / Complaint's Officer will outline the steps that he or she proposes to take in investigating the complaint and the time limits for the completion of the investigation (HEALTH ACT 2004).

If the complaint involves a particular staff member he/she will be informed of the complaint and his/her comments on the complaint will be sought.

### **Timeframes involved once a complaint is received**

As soon as possible the Complaints Officer may meet with the service user or family to address the complaint and discuss how the issue may be resolved. A written response will be provided to the service user or family following this meeting. This written response shall be issued within **30 working days** of receiving the formal complaint. The Complaints Officer (Chief Executive) may appoint an individual or team with terms of reference to examine the matter and report directly back to the Chief Executive. The Chief Executive will only inform those in the services who need to know of the issue and the outcome.

However, where the 30 working days time frame cannot be met despite every best effort, the Complaints Officer must endeavour to conclude the investigation of the complaint within **6 months** of receipt of the complaint. If this time frame cannot be met the Complaints Officer must update the complainant and the relevant staff/ service member in writing **every 20 working days** after the initial 30 working days timeframe.

### **Stage 3: HSE Review**

If a person has made a complaint that comes under Part 9 of the Health Act and wishes to request a review then the request for a review should be sent to the HSE. All requests for a HSE review should be forwarded to:

Director of Advocacy, 'Request for Review', National Advocacy Unit, Quality & Patient Safety Directorate, HSE, Oak House, Limetree Avenue, Millennium Park, Naas, Co. Kildare.

Tel:045 880495

Fax: 1890 200 894

The Director of Advocacy will examine the request for review and appoint a Review Officer if appropriate to carry out the review of the complaint.

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 either uphold, vary or make a new finding and recommendation.

The Review Officer 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

Review Requests for Complaints that do not come under Part 9 of the Health Act to be referred to the Chief Executive.

#### **Stage 4: Independent Review**

If the complainant is not satisfied with the outcome of the complaints management process he/she may seek a review of the complaint by the Ombudsman/ Ombudsman for Children.

The complainant may seek an independent review from the Ombudsman / Ombudsman for Children at any stage of the complaint management process.

Contact details as follows:

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

Review Requests for Complaints that do not come under Part 9 of the Health Act to be referred to the Chief Executive.

Ms. Norma Bagge,

Brothers of Charity Services Limerick,

Blackberry Park,

Limerick

#### **Monitoring Complaints**

The Chief Executive or Designee will maintain all records of complaints for the Brothers of Charity Services Limerick.

**Informal Complaints** which have been resolved to the satisfaction of the complainant **and** where there is no likelihood of litigation by the complainant should be held by the Manager with a copy forwarded to the Head of Quality. All formal complaints need to be maintained and filed under the control of the Chief Executive.

The Manager/Head of Department will regularly monitor the complaints procedure to ensure that it is operating effectively.

Records of Complaints are submitted to the HSE on a six monthly basis. (See Example Record Sheets Appendix 3 & 4). The Head of Quality will be forwarded a copy of the status of all complaints by the Area Managers on a Quarterly Basis.

The Chief Executive will ensure that complaints are audited on a yearly basis. This will establish whether there are any trends in the types of issues raised - this will require the Audit Team to have access to the complaints file held in the Manager/Chief Executive's office. The Audit Team should produce a report once a year that will be considered by the Management Group.

### **Audit Team**

*Membership should include:*

Head of Quality in Client Services  
Head of Social Work/Principal Social Worker  
Head of Human Resources

### **Redress**

An effective complaints system which offers a range of timely and appropriate remedies will enhance the quality of service to the consumers of the Service provider. It will have a positive effect on staff morale and improve the Service provider's relations with the public. It will also provide useful feedback to the Service provider and enable it to review current procedures and systems which may be giving rise to complaints.

Redress should be consistent and fair for both the complainant and the service against which the complaint was made. The Service Provider 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  
Refund  
Admission of fault  
Change of decision  
Replacement  
Repair /rework  
Correction of misleading or incorrect records  
Technical or financial assistance  
Recommendation to make a change to a relevant policy or law  
A waiver of debt

A complaints officer may not, following the investigation of a complaint, make a recommendation the implementation of which would require or cause—

(a) the Executive to make a material amendment to its approved service plan, or

- (b) a service provider and the Executive to make a material amendment to an arrangement under section 38 (Service Level Agreement).
- (2) If, in the opinion of the relevant person, such a recommendation is made, that person shall either—
- (a) amend the recommendation in such manner as makes the amendment to the applicable service plan or arrangement unnecessary, or
- (b) reject the recommendation and take such other measures to remedy, mitigate or alter the adverse effect of the matter to which the complaint relates as the relevant person considers appropriate

### **External Complaints Mechanism**

If you have exhausted or are unhappy with the outcomes of the complaint process of the Brothers of Charity Services, Limerick you may wish to contact any of the following agencies:

#### **Local HSE**

Ms. Carmel McLoughlin,  
A/Area Manager,  
Disability Services Executive,  
Health Service Executive,  
South West Wing,  
St Joseph's Hospital,  
Mulgrave Street,  
Limerick.

#### **National HSE**

Head of Consumer Affairs,  
Health Service Executive,  
Oak House,  
Millennium Park,  
Naas,  
Co. Kildare.  
Tel: (01) 880400

#### **Director of Advocacy,**

National Advocacy Unit,  
Quality & Patient Safety Directorate,  
HSE, Oak House,  
Limetree Avenue,  
Millennium Park,  
Naas, Co. Kildare.  
Tel:045 880495  
Fax: 1890 200 894

**Complainants must always be made aware of their right to an independent review of their complaint by the Ombudsman** or Ombudsman for Children at any stage of the complaint management process. .

If the complainant is not satisfied with the outcome of the complaints management process he/she may seek a review of the complaint by the Ombudsman/ Ombudsman for Children.

Office of the Ombudsman

18 Lr. Leeson Street, Dublin 2.

Tel: +353-1-639 5600

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Fax: (01) 639 5674

Ombudsman for Children's Office

Millennium House

52-56 Great Strand Street

Dublin 1

Tel: 01-8656800

**Complaints can also be made to:**

National Disability Authority, 25 Clyde Road, Dublin 4.

Tel: (01) 6080400

This procedure does not preclude you from the choice of taking your complaint through the Civil Courts on a point of law, up to and including the European Courts.

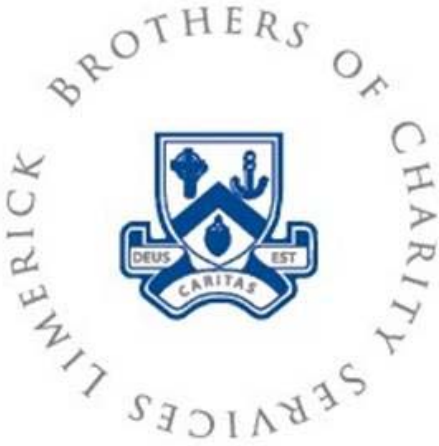
**Annual Report to the HSE**

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:

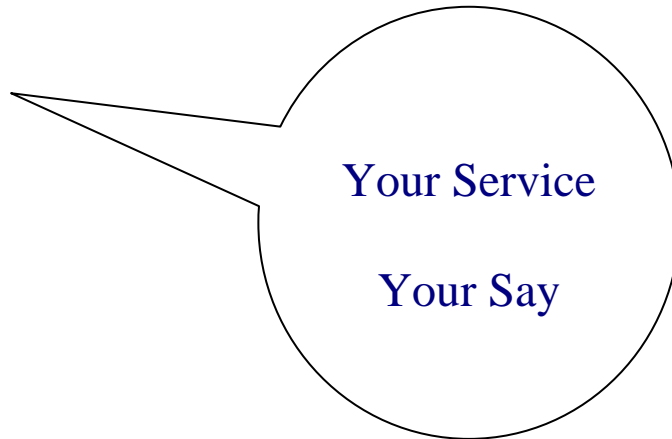
- The total number of complaint received
- The nature of the complaints
- The number of complaints resolved by informal means
- The outcome of any investigations into the complaints

In addition to the annual report, the HSE collect statistics and details of complaints on a half yearly basis.

This policy is in line with the HIQA Standards 2008.



## **Brothers of Charity Services Limerick**



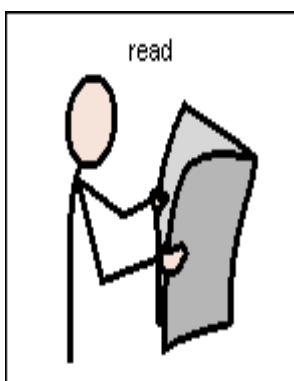
# **Complaints**

**Procedures supporting complaints policy**

## Guidelines for using Complaints Procedure Booklet



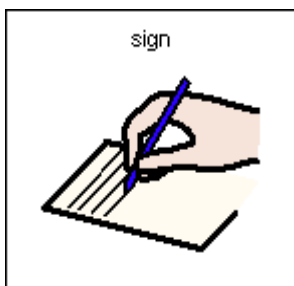
The best means of using this booklet is in the form of a conversation with the person who knows the individual best.



Those individuals with literacy skills may be able to read the booklet while others may rely on the visual supports to help them understand the content of the booklet.



Allow time for the individual to process the information and give them lots of opportunities to ask questions.



Ask the individual to sign the 'your service your say' record sheet confirming that the booklet was discussed with them.

# Complaints Procedure

We listen



We want you to tell us when you have a problem.



This booklet tells you how to make complaints. Complaints are telling when you have a problem.

Rights



This booklet tells you about your rights.

Complaint



A complaint is when you give out about something.



# Complaints

Problems



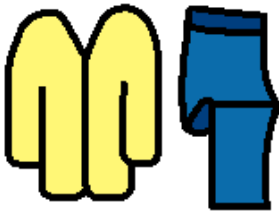
A complaint is when you have a problem.

Bus

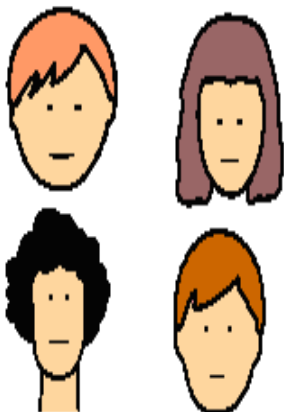


You can make a complaint about transport.

Clothes



You can make a complaint about clothes.

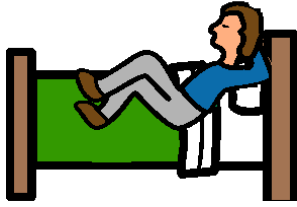


You can make a complaint about anyone:

- Staff
- A family member
- A friend
- Someone you live with
- A member of the community
- A stranger

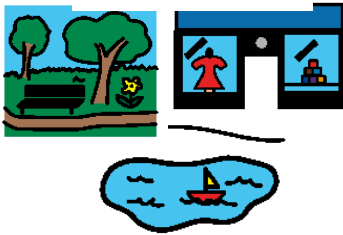
# Complaints

privacy



You can make a complaint if you don't have privacy.

Going out



You can make a complaint about not being able to make choices about going out.

Food



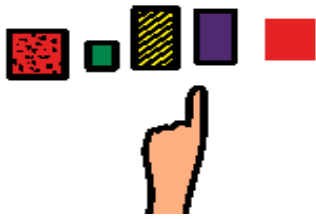
You can make a complaint if you don't have choices about what to eat.

Listen



You can make a complaint if you feel people are not listening to you.

Choices



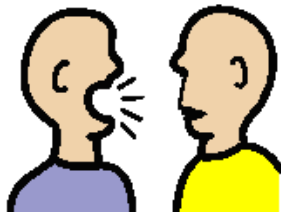
You can make a complaint because you don't have choices.

Hurts you or makes you upset



You can complain if someone hurts you or makes you upset.

Shouts



You can complain if someone shouts at you.

Not caring



You can complain if you don't get the care you need.

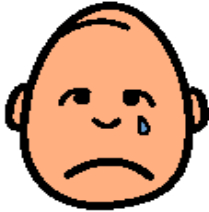
Touch



You can complain if you don't like how someone touches you.

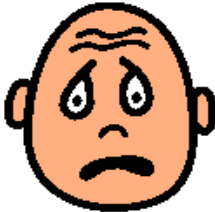
## Complaints

Sad



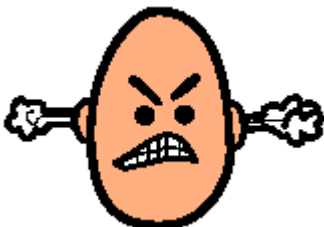
Your problem might make you feel sad.

Worried



Your problem might make you feel worried or afraid.

angry



Your problem might make you feel angry.

Bored



Your problem might make you feel bored.

# What to do when you're not happy

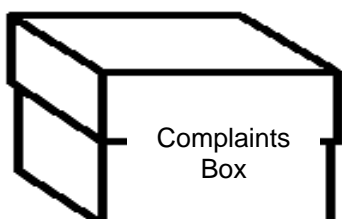
Respect



When you have a problem you can

- tell someone you trust
- Put your complaints card in the box
- Write down your complaint and put it into the box.

Complaints Box



Only the Manager can open the Complaints Box.

Staff, family, friend



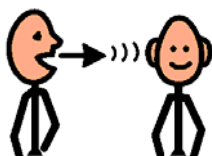
You can complain to a staff member, your key worker, someone in your family or a friend or your self-advocacy group.

Listen



They will listen to your complaint.

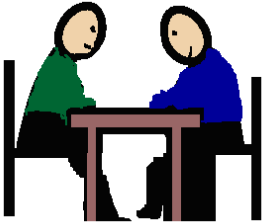
Tell manager



They will help you to tell the manager about your complaint or the manager will read your written complaint.

## What happens next?

Meet



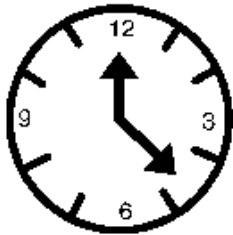
The manager will meet with you and note your complaint in the complaints log.

People



The manager will talk to you about other people who need to know what is happening to try to fix the problem.

Time



Some problems take a long time to fix. Sometimes lots of people need to help solve the problem.

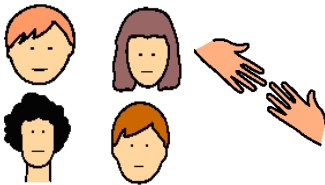
If you are still not happy

listen



The Complaints Officer's job is to investigate your complaint and try to solve it.

Staff helps



If you want to talk to the Complaints Officer, the people who work in your service will help you.

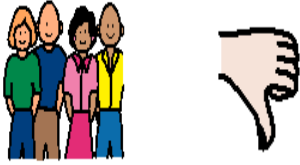
Not satisfied



If you are not satisfied you can talk to the HSE. The Complaints Officer will help you with this.

Why it's important to tell us when you're not happy

We may be wrong



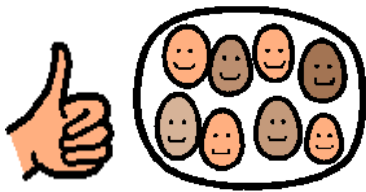
Complaints tell us when we get things wrong.

Right



Complaints tell us how to make things right.

Right everyone



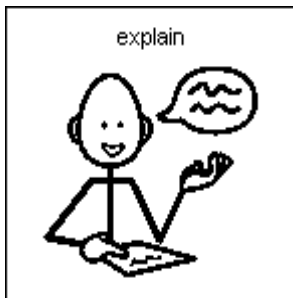
Your complaints help to make things better for everyone.

Each time this booklet is discussed with you 'Your service Your Say' you will be asked to sign a record sheet. The staff will make sure that a copy of this signed sheet will be kept in your PCP both in Day Services and where you live.

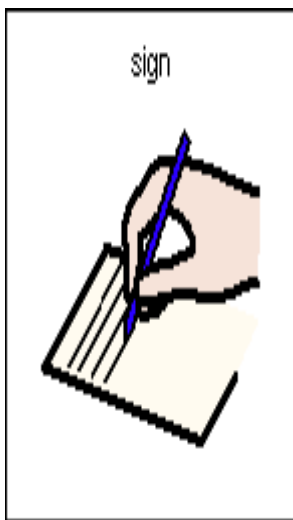
**We wish to acknowledge the Brothers of Charity Services Southern Services, South East Services and Galway Services whose template was used for this Complaint Booklet**



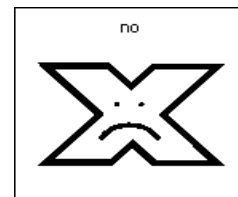
# 'Your Service Your Say' Record Sheet.



The Complaints booklet  
has been explained to me.



\_\_\_\_\_  
(Sign or circle symbol below)



Date: \_\_\_\_\_

Appendix 2

Service Area: \_\_\_\_\_

Name of Complainant: \_\_\_\_\_

Complaint Date: \_\_\_\_\_

**Complaint Type (Please tick one, Reference HSE):**

Treatment / Service Delivery	Communication	Staff Attitude / Manner	Infection Control	Facilitates / Buildings	Housing Accommodation / Food	Cancelations	Delays / Wait Times	Clinical Judgement	Vexatious Complaints	Nursing Home / Residential Care	Trust in Care

**Complain Outline / Description:**

Complaint Format: Verbal

Written

Complaint Received By: \_\_\_\_\_

**Complaint Outcome / Resolution:**

Appendix 3

Service Area: \_\_\_\_\_ Name of Complainant: \_\_\_\_\_ Complaint Date: \_\_\_\_\_

**Complaint Type (Please tick one, Reference HSE):**

Service delivery / Treatment	Communication	Staff Attitude / Manner	Infection Control	Facilitates / Buildings	Housing Accommodation / Food	Cancelations	Delays / Wait Times	Clinical Judgement	Vexatious Complaints	Residential Care	Trust in Care

**Complain Outline / Description:**

Complaint Received By: \_\_\_\_\_

Complaint Sent to: Complaints Officer (Chief Executive)  Designated Person (Head of Social Work)

Date Complaint Acknowledge by Complaints Officer / Area Manager: \_\_\_\_\_

**Complaint Status (Dated and Signed by manager on a monthly basis until complaint is resolved).**

Complaint Status			
Not Yet Acknowledged	Carried Forward / being acted on	Being Appealed	Date Resolved

**Complaint Outcome / Resolution:**

Completed By: \_\_\_\_\_ Date: \_\_\_\_\_

**Formal Complaints Log**

**Appendix 4**

Service Area Name	Local Statistics on complaints to be completed on six-monthly basis											Comments & Compliments	
	(i) Complaints received pending at end of last month	(ii) Complaints received this month	(iii) Total Complaints on hand current month	(iv) Complaints Excluded under Part 9 of the Health Act 2004	(v) Anonymous Complaints	(vi) Complaints dealt with informally	(vii) Complaints Withdrawn	(viii) Complaints dealt with within 30 working days at Stage 2	(ix) Complaints that took longer than 30 days to deal with	(x) Complaints Pending at end of Month	(xi) Complaints resolved through Mediation	(xii) Comments/ Suggestions	(xiii) Positive Feedback
Jan													
Feb													
Mar													
Apr													
May													
Jun													
Jul													
Aug													
Sep													
Oct													
Nov													
Dec													
<b>Total this year</b>	N/A	0	N/A	0	0	0	0	0		N/A	0	0	0

