

Your comment, compliment or complaint details continued::

Step 6

What if I am not happy with the outcome of the review?

You may request an independent review of your complaint from the Office of the Ombudsman or the Ombudsman for Children

Office of the Ombudsman, 6 Earlsfort Tce., D2.

Telephone: 1890 22 30 30

Office of the Ombudsman for Children,

Millennium House. 52-56 Great Strand Street.

Dublin 1

Telephone: 1800 20 20 40

Advocacy Services can help you to make your complaint.

Citizens Information Board:

Telephone 01 605900

Email: helen.lahert@ciboard.ie

For further information please refer to our Policy and Procedure for the Management and Handling of Complaints, ref. 2014 10 as there are a number of matters that are excluded and dealt with under specific policies and procedures.

Definition of a complaint

“complaint” means a complaint made under this Part of the Health Act 2004 about any action of the BOCSISER 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;



**Brothers of Charity Services Ireland
South East Region**

We would like to hear from you!

Your feedback matters. It helps us **to improve our services**. If you have a **comment, compliment or complaint** please let us know.

Attach extra pages if necessary

Name:

Address:

Telephone number:

Email:

Signed:

Print Name:

Date:

If your feedback relates to a complaint, please advise of consent regarding access to personal information:

I hereby grant permission for the HSE to access my personal patient confidential information for the purposes of investigating this complaint.

Please tick YES: NO:

Please note that refusing access to your records may impact on the complete investigation of your complaint



Your feedback matters. It helps us to improve our services. If you have a comment, compliment or complaint, please let us know.

This leaflet gives you information on how to make a comment, compliment and complaint on aspects of services provided by us that affect you or a relative/friend.

Step 1 Have your Say

How do I make a comment, compliment or complaint?

- Fill in the attached sheet and send it to Ms. Margaret Ryan, Complaints Officer, Brothers of Charity Services Ireland South East Region, Belmont Park, Ferrybank, Waterford;
- Talk to any member of our staff, service manager or Complaints Officer.
- Email to: margaretryan@bocsi.ie;
- Send a letter or fax to any of our service locations;
- If you are not able to give us your feedback yourself, you can ask someone you trust, like a relative, carer or advocate to do this for you.
- Phone Margaret on 051 833402

Step 2

What will happen next?

- In the case of a comment or a compliment we will send you a letter of acknowledgement if you gave us your contact details. We will pass on your comment or compliment to the relevant service or staff member.

- If you have made a verbal complaint Staff will acknowledge your verbal complaint immediately.
- A written complaint will be acknowledged by Margaret Ryan within five working days.

Step 3

How will my complaint be dealt with?

Depending on the nature and seriousness of your complaint:

A staff member/service manager will attempt to resolve your complaint locally; or

The Complaints Officer will look into the issues raised in your complaint.

Step 4

How long will it take the Complaints Officer to look into my complaint?

The Complaints Officer will look into your complaint within 30 working days of the date when it was acknowledged.

If it takes longer to look into all the issues raised in your complaint the Complaints Officer will notify you within 30 working days and will give you an update on what is happening every 20 working days after that.

Step 5

What do I do if I am not satisfied with the recommendations made by the Complaints Officer or the way my complaint was dealt with?

You may request a review from the Head of Consumer Affairs, Oak House, Millennium Park, Naas, Co. Kildare. Telephone 1890 424 555.

You have 20 working days from the date of the final report sent to you by the Complaints Officer to request a review.

If you wish to make a comment, compliment or complaint, then please fill in and tear off the next section of our leaflet, and give it to a staff member/manager or post it to:

Ms. Margaret Ryan, Complaints Officer,
Brothers of Charity Services Ireland South East
Region, Belmont Park, Ferrybank, Waterford;

Name/location of the service about which you want to make a comment, compliment or complaint:

Date of experience giving rise to this matter:

Please give full details of your comment, compliment or complaint in the space provided hereunder and continue overleaf.

This section is for BOCSISER Staff to complete:

Date received:

Comment, compliment, complaint number:

Location: