

## Complaints Process

Maryborough Nursing Home is committed to the implementation of a complaints management process that is fair, transparent, non-prejudiced, non-recriminatory and impartial to the Complainant and the subject of the complaint. All complaints, criticisms, or suggestions, whether oral or written are taken seriously, handled appropriately and sensitively.

Maryborough Nursing Home accept complaints in the following ways:

- Verbally
- Written
- Electronically by email
- Telephone
- Through feedback or suggestions forms

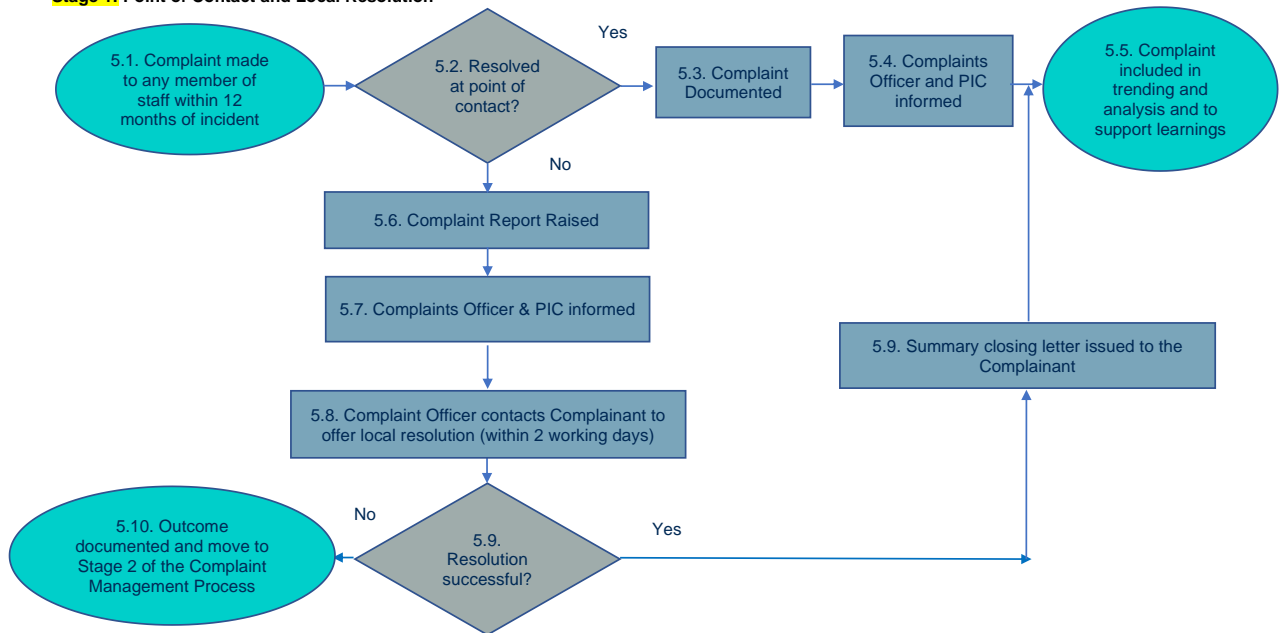
Complaints may be made to any member of staff and incident reports are raised for all complaints received.

Staff have clear delegations to resolve verbal concerns and complaints at first point of contact wherever possible. Where concern or complaint is resolved immediately at local level, an incident report is raised but the full formal complaints response does not need to be implemented unless the resident wishes otherwise.

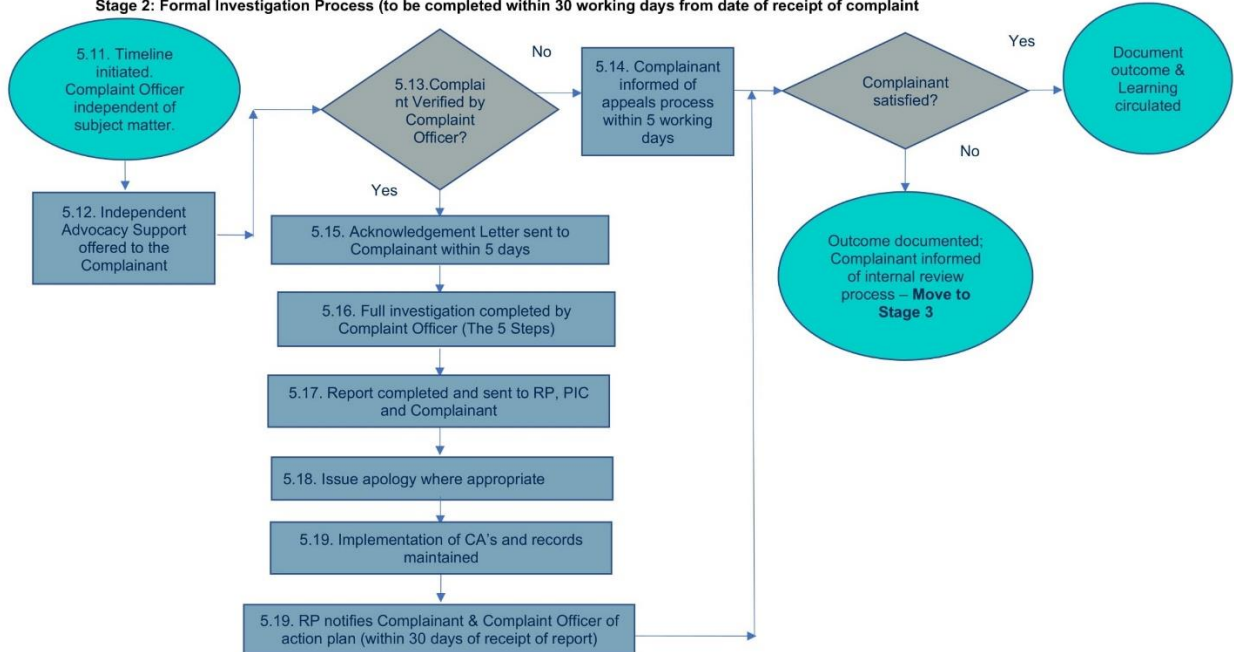
Where complaints are not resolved locally, they are subject to the full formal complaints process. The complaint is communicated to Jenish James, Complaints officer, and the Director of Nursing/Person in Charge. The complaint is acknowledged and appropriately verified and, where required, investigated. The rights of the Complainant, and the staff members where relevant, are safeguarded to ensure a fair and impartial investigation of a complaint. Our Complaints review officer is Vipin Karata.

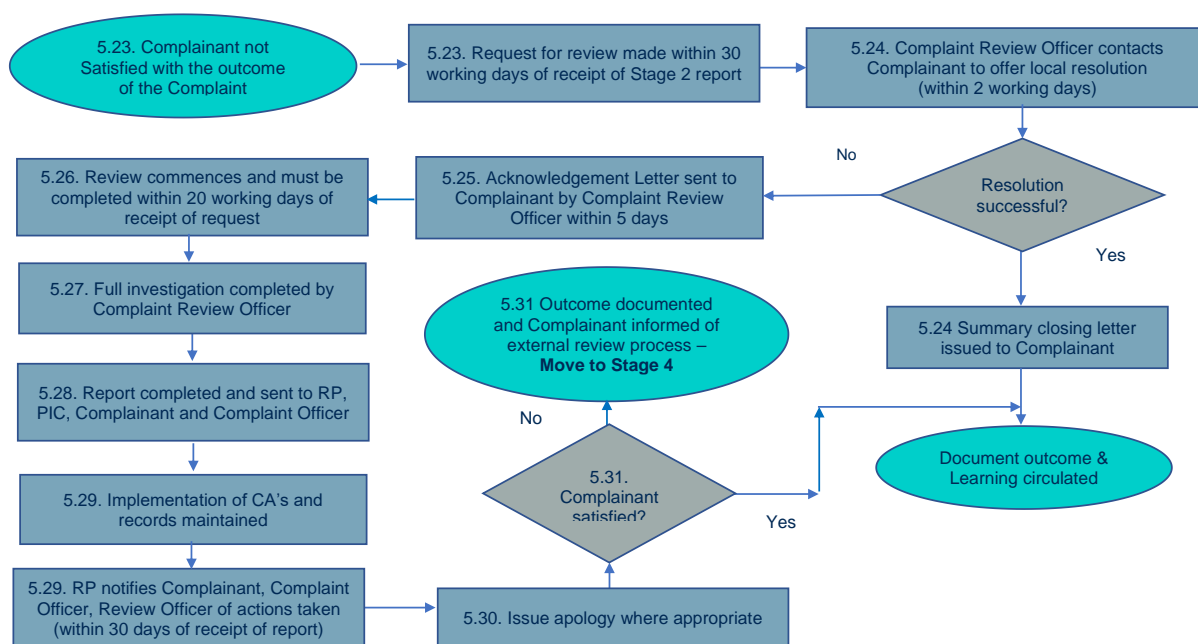
## Responding to complaints internally

### Stage 1: Point of Contact and Local Resolution



### Stage 2: Formal Investigation Process (to be completed within 30 working days from date of receipt of complaint)



**Stage 3: Internal Review (to be completed within 20 working days of receipt of request for review)**


Corrective and preventive actions are identified to effectively address the root cause of the complaint as appropriate.

The Complainant is informed promptly of the outcome of the complaint review, any actions taken by Maryborough Nursing Home. Where the Complainant is not satisfied with the outcome, details of the appeals process are provided, that being the Office of the Ombudsman. The following communication is provided to residents:

If you have complained to us and you're not satisfied with our decision on your complaint it is open to you to contact the Office of the Ombudsman. The Ombudsman provides an impartial, independent and free service. By law the Ombudsman can examine complaints about any of our administrative actions or procedures as well as delays or inaction in our dealings with you. The Ombudsman's remit relates to complaints about actions which occur on or after 24 August 2015. The Ombudsman cannot examine complaints about actions which occurred before that date with the exception of complaints from residents eligible to complain under "Your Service Your Say" (for residents whose place is provided under a contract with the HSE).

Contact details are as follows:

The Office of the Ombudsman

6 Earlsfort Terrace,

Dublin 2,

D02 W773.

Phone: (01) 639 5600

Email: [complaints@ombudsman.ie](mailto:complaints@ombudsman.ie)

You can also make a complaint online using the online complaint form [www.ombudsman.ie/](http://www.ombudsman.ie/)

All complaints or comments received are viewed as an opportunity to inform service provision and to continually improve the quality of care and service provided to the resident.

If you have serious concerns about the running of the Nursing home, you may contact

- Email: [concerns@hiqa.ie](mailto:concerns@hiqa.ie) or Telephone: 021 240 9646.  
OR
- The HSE Consumer Affairs Office also has a role in responding to concerns. The HSE Consumer Affairs Office can be contacted on [yoursay@hse.ie](mailto:yoursay@hse.ie), by phone at 1890 425 555 or at Consumer Affairs Corporate Office, Health Service Executive, Oak House, Lime Tree Avenue, Millennium Park, Naas, Co. Kildare.