

## Complaints Process

We welcome all comments, complaints and compliments.

Our aim is to provide safe, high-quality services so that you receive the best care and support.

Your feedback matters. It helps us to improve our services.

We would like to hear from you about your experience using our services, including:

- what worked
- what could improve
- what did not work

Please speak to any member of staff to outline your concerns. If your concerns are not resolved to your satisfaction, please speak with the Director of Nursing, who is the Nominated Complaints Officer for the centre.

### Process for Making a Complaint

1. If any person wishes to make a complaint, they can do so verbally or in writing. Where the complaint is verbal, it is documented by the staff member receiving the complaint and the Nominated Complaints Officer is advised. If the person is unable to make a complaint, an Advocate or an Independent Advocacy Service can make the complaint on their behalf. Where the complaint is in writing, please address it to the Nominated Complaints Officer (Director of Nursing).
2. The complaint should include the following information:
  - An outline of the complaint
  - Date, Time and Place (if appropriate) of the incident
  - The name of person(s) involved in or witness to the incident (if appropriate)
3. Complaints will be acknowledged within five working days from receipt of complaint.
4. The Nominated Complaints Officer is the Director of Nursing. All complaints are investigated/concluded, as soon as possible, and in any case no later than 30 working days after the receipt of the complaint resulting in a written response. In the event of a longer investigation, a written response, with the reason for any delay in complying with the 30 working days timeline, will be communicated to the complainant. This would be followed up with an update given every 20 working days with the reason for the extension. Complaints are monitored and reviewed by the Healthcare Manager who is a member of the Complaints Panel.
5. The Nominated Complaints Officer can be contacted in the centre or by phone/email/letter, or via any member of staff day or night. If any complainant is unhappy with the outcome of their complaint, they can request an Executive Review by the Nominated Complaints Review Officer to review this decision.
6. The Nominated Complaints Review Officer is Ms. Sue Shortt (Director of Care Services) and Sue can be contacted through the Support Office at Mowlam Healthcare Services, One Bank Place, Limerick, V94 HT2Y or by emailing [concerns@mowlamhealthcare.com](mailto:concerns@mowlamhealthcare.com). Sue will take the responsibility to reviewing the decision of the Nominated Complaints Officer at your request. The Executive Review of the complaint will be conducted and concluded as soon as possible, and no later than 20 working days after the receipt of the request for review. If this 20 working day timeline cannot be met, the complainant will be informed in writing regarding the reason for any delay in complying with the applicable timeline.
7. All complainants who have requested an Executive Review will be provided with a written response informing them of the outcome of such a review.
8. Complaint Procedures and the Ombudsman. If at this point you remain dissatisfied with the response you have received, you can then refer your complaint to the Office of the Ombudsman. The Ombudsman is impartial and free to use. The Ombudsman will require details of the complaint, along with a copy of the complaint and response. The best way to do this is through 'Make a Complaint' via their website: [www.ombudsman.ie/making-a-complaint/make-a-complaint](http://www.ombudsman.ie/making-a-complaint/make-a-complaint)

Alternatively write to: The Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773 or phone 01 6395600 with any queries