



How to Make a Complaint

All feedback is invited and welcomed.

This leaflet aims to explain what you may expect to happen if you wish to make a complaint regarding any aspect of our service about which you may be dissatisfied

DEFINITION OF A COMPLAINT.

A complaint is an expression of dissatisfaction made by a person relating to care or service provided by North West Hospice. This includes permanent, temporary or locum staff, visiting Health Care Professionals, Contractors, Consultants, Students on Work Placements, all donors, members of the public and volunteers etc.

HOW A COMPLAINT CAN BE MADE

If you are dissatisfied with service provided by us, you should in the first instance consider speaking directly with the staff member/s you have been dealing with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns you can lodge a complaint with us in one of the following ways:

- In person by speaking to any of our senior staff.
- By telephoning the Hospice Manager on 071 9143317 or 071 9170523
- By writing to Hospice Manager at North West Hospice. The Mall. Sligo
- By completing a feedback form available at both Hospice sites

and on our website at www.northwesthospice.ie

- By emailing us on feedback@northwesthospice.ie

If we receive your complaint verbally and we will record it and we may ask you to put your complaint in writing.

THE INFORMATION YOU WILL NEED TO TELL US.

When we are investigating your complaint we will be relying on information provided by you and information we may already be holding. We may/need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name and contact details
- The name of the person you have been dealing with
- The nature of the complaint.
- Details of any steps you have already taken to resolve the complaint.
- Details of conversations you may have had with us that may be relevant to your complaint.
- Copies of any documents which supports your complaint.

HELP WHEN MAKING A COMPLAINT

The person receiving or managing your complaint will provide you with any assistance you may need.

RECORDING COMPLAINTS

When taking a complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the cause/s of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us.

As part of our on-going improvement plans, complaints will be monitored by management and rectification/remedial action taken to mitigate any identified issues.

If you lodge a complaint we will record your personal information solely for the purpose of addressing your complaint. Your personal details will actively be protected from disclosure, unless you express consent to its disclosure.

FEEDBACK

North West Hospice is committed to resolving your issues at the first point of contact. However, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

We will acknowledge receipt of your complaint within three days. Once your complaint has been received, we will undertake an initial review of your complaint.

There may be circumstances during the initial review or investigation of your complaint where we may need to clarify certain aspects of your complaint or request additional documentation from you. In such circumstances we will explain the purpose of seeking clarification or additional documentation and provide you with feedback on the status of your complaint at that time.

We are committed to resolving your complaint and when we are unable to do this we will inform you of the reason for the delay. Please see timelines for all of these processes on our website.

Once we have finalized your complaint we will advise you of our findings and any actions we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally.

Or you may wish to make a complaint directly to the Office of the Ombudsman or Ombudsman for Children:

Office of the Ombudsman

(9.15 - 5.30 from Monday - Thursday, 9.15 - 5.15 Friday)

18 Lower Leeson Street,
Dublin 2.

Phone: 01 6785222

Email:
ombudsman@ombudsman.irlgov.ie

Website:
<http://www.ombudsman.gov.ie/>

Ombudsman for
Children's Office
(9.15 - 5.30 from
Monday - Thursday,
and 9.15 - 5.15
Friday)

Millennium House
52-56 Great Strand
Street

Dublin 1.
Free-phone: 1800 20
20 40

Phone: 01 865 6800

Email: oco@oco.ie

Website:
<http://www.oco.ie>

Please note that the process outlined in this leaflet is underpinned by process outlined in the HSE "Your Service , Your Say " Policy 2017 which is also available on our website.