



Beechtree Complaints Procedure

If you or a family member have a complaint, you can inform the Director of Care, The Clinical Nurse Manager, or any staff member on duty. Our goal is the positive resolution of any complaint in a timely manner.

Verbal Complaints:

If a verbal complaint is made to any staff on duty, the complaint will be brought to the attention of the Nurse-in-Charge.

1. The Nurse-in-Charge will respond to the complaint and endeavour to resolve the complaint at local level.
2. The verbal complaint will be logged, and any actions taken and the outcome documented. This complaint is then viewed by the Director of Care, who as the Complaints Officer, will follow-up that all complaints have been appropriately responded to and complainant is satisfied with outcome.
3. If the Nurse-in-Charge cannot resolve the issue, the Director of Care (or Deputy) will be notified as soon as possible, who will attempt to resolve the issue.
4. If the resident or family is not satisfied with the outcome, they are free to make a written complaint.

Written Complaints:

1. The Director of Care will receive the written complaint and investigate with a view to resolution at local level.
2. If resolution is not possible at local level, then an outside impartial party will be asked to adjudicate.

- ❖ The Complaints Officer, The Director Care will provide a written response informing the complainant whether their complaint has been upheld, the reasons for that decision, any improvements recommended and details of the review process.
- ❖ Complaints are investigated and concluded as soon as possible and, in any case, no later than 20 working days after receipt of the complaint
- ❖ At the request of the complainant, the decision whether their complaint has been upheld, the reasons for that decision, any improvements recommended can be reviewed by a Nominated Review Officer (Monitor). In Beechtree Nursing home, the Review Officer is Nuala Walsh
- ❖ The review will be conducted and concluded as soon as possible and no later than 20 working days after receipt of the request to review the complaint.

Appeals Process

If you are unsatisfied with the response and you wish to appeal the outcome, you can contact the appeals officer, Mr. Siby Joseph on (01) 2809877 or email: don@ashfordhouse.ie

All complaints are logged, outcome documented and then are reviewed at Beechtree's Quality & Safety meetings to identify any quality improvements that should be implemented as a result. Complaints are also reviewed to ensure all complaints have been appropriately responded to.

You may also seek assistance from a recognized external advocacy group such as The Local Citizens' Information (CIC) & Advocacy Services.

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 except for complaints from residents eligible to complain under "Your Service Your Say" (Residents whose place is provided under a contract with the HSE).

Contact details are as follows: THE OFFICE OF THE OMBUDSMAN 18 Lower Leeson Street Dublin 2.

Phone: LoCall 1890 22 30 30 or (01) 639 5600

Email: ombudsman@ombudsman.gov.ie online complaint form www.ombudsman.gov.ie

: **Health Information and Quality Authority**, Unit 1301, City Gate, Mahon, Co Cork. Tel: 021 2409646. Email: concerns@hiqa.ie

COMPLAINTS OFFICER- DIRECTOR OF CARE- CLAIRE REYNOLDS
REVIEW OFFICER (MONITOR)- NUALA WALSH
INDEPENDENT APPEALS PERSON- MR. SIBY JOSEPH