

COMPLAINTS POLICY - QUICK REFERENCE GUIDE

Sunhill Nursing Home considers the complaints process to be a positive mechanism to assist us in continually improving services to our Residents. We try to learn from any mistakes we have made. If we got something wrong, we will apologise and where possible we will try to put things right.

Should you wish to make a complaint:	
1	INFORMAL COMPLAINT: You should whenever possible speak to the Nurse on duty in your unit and seek to resolve the issues informally. A log of all complaints received is maintained. If possible, we believe it is best to deal with things as early and in the easiest and most direct way. If you have a complaint, raise it with the person you are dealing with. They will try to resolve it for you there and then. However, they may need time to look into it. We ask for a maximum of 5 days.
2	FORMAL COMPLAINT: the SUNHILL complaints officer will acknowledge receipt of the complaint and will provide an outline of how the nursing home proposes to handle the complaint. If you are making a complaint on behalf of somebody else, we will need their agreement to you acting on their behalf.
3	Your complaint will be acknowledged by the complaints officer in writing within five working days.
4	We will aim to resolve concerns as quickly as possible and expect to deal with the vast majority within 30 working days. If we formally investigate your complaint, we will let you know what we have found in keeping with your preferred form of communication. This could be by letter or email, for example. If necessary, we will produce a longer report. We will explain how and why we came to our conclusions.
5	Should you wish, we may ask to meet with you at a mutually suitable time to discuss the outcome of our investigations.
6	We will tell you who we have asked to investigate your complaint. If your complaint is straightforward, we will usually ask somebody from within the centre to look into it and get back to you. If it is more serious, we may ask someone from outside the nursing home to investigate.
7	Should we require an extended period of time, or your complaint is of a complex nature, we will write to you within 20 days to inform you of this.
8	If you are not satisfied with the outcome, we can refer your complaint to the SUNHILL Complaints review officer in the centre who remains independent in these matters.
9	If we do not succeed in resolving your complaint, you may complain to the Ombudsman. The Ombudsman is independent and can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining: <ul style="list-style-type: none"> • have been treated unfairly or received a bad service through some failure on our part • have been disadvantaged personally by a service failure. • The Ombudsman expects you to bring your complaint to our attention first and to give us a chance to put things right. You can contact the Ombudsman at: The Office of the Ombudsman 6 Earlsfort Terrace, Dublin 2, D02 W773 · 01 639 5600 · www.ombudsman.ie
10	You can also refer your concerns to the Northern Regional Office, Health Information and Quality Authority, Social Services Inspectorate, Georges Court, Georges Lane, Smithfield, Dublin 7. 01- 814-7400 info@hiqa.ie, However HIQA do not investigate individual complaints but will follow up with the centre on inspection.
11	ADVOCACY Should any Resident or Family member wish to seek independent advice. <ol style="list-style-type: none"> (1) Drogheda Senior Helpline is a local independent advocacy service for Older People who you can speak to in complete confidence. 1850-440-444 lines are open 10am to 4pm - 7pm-10pm, 365 days a year. (2) Patient Advocacy Service national helpline on 0818-293003 is open Monday to Friday from 10am-4pm or contact through www.patientadvocacy.ie (3) SAGE Advocacy Service national helpline on 01-536-7330 is open 8am-10pm 365 days per year or contact through www.sageadvocacy.ie (4) HSE Safeguarding & Protection Team can be contacted at 01-691-4632, safeguarding.cho8@hse.ie or by post at Ashbourne Primary Care Centre, Unit 12, Killelland Walk, Declan Street, Ashbourne, Co. Meath A84 A627, If you are being abused, concerned about any Safeguarding Issue, or suspect that someone is being abused in a residential care setting

We would however very much appreciate an opportunity to address your concerns before you decide to refer them to an outside agency.

Signed: _____
Elaine Molony DON
COMPLAINTS OFFICER

Signed: _____
Shane Kelly GM
COMPLAINTS REVIEW OFFICER

REVIEWED FEBRUARY 2023