

## STELLA MARIS NURSING HOME COMPLAINTS PROCEDURE

You can contact request a review to the Ombudsman contact details below

### Stage 1 Any complaint made to staff or complaints officer

- All complaints are reported to the complaints officer and logged.
- Try to resolve at point of contact unless the complaint is serious & complex, in that it requires a formal investigation by a Complaints Officer. If this is the case the complaint should go straight to Stage 2 or
- If complaints Resolution is agreed at point of contact the Complaints Officer will follow up with a written response outlining matters discussed and what and how any improvements be implemented within 5 working days.
- If the complaint is not resolved at point of contact the complainant will be invited to put their complaint in writing and it now goes to Stage 2.

### Stage 2 Verbal complaint unresolved at point of contact. All written complaints received by our Nursing Home.

- Complaint Officer acknowledges complaint in writing within 5 working days.
- The Complaints(s) Officer(s) will carry out investigation locally or refer to the appropriate channel.
- Complaints Investigation to be included.
- Gather and chronologically document relevant clinical, factual and any other information required to determine what happened.
- Clarify with the complainant what his / her expectations are.
- Where a named person has been implicated, offer them the opportunity to respond to the complaint.
- Following a full investigation about the complaint, the complaints officer will uphold the complaint or not and present the reasons for that decision, any improvements either recommended and any details of the review process in a written response within 30 days.
- If unable to conclude in 30 days complainant will be informed and kept updated.
- If complainant is happy with response to / outcome of the complaint close complaint.
- If complainant is not happy with the investigation, response, or outcome of the complaint, they have the right to a review by the Review Officer. Proceed to Stage 3.

### Stage 3 Request for complaint to be reviewed by the Review Officer

Review officer - Martina Haverty Stella Maris Nursing Home Cummer Tuam Co Galway

Phone : 093 41944

Email : [stellamarisnursinghome@gmail.com](mailto:stellamarisnursinghome@gmail.com)

- The complainant will request a review by the review officer.
- The Review Officer will acknowledge in writing within 5 working days of the receipt of the request.
- A Review is conducted and concluded within 20 working days of receipt of the complaint.
- The Review Officer will inform the complainant in writing of the response to / outcome of the review.
- If the complainant is happy with the review investigation, response and outcome the complaint will be closed.
- If complainant is not happy with the investigation, response, or outcome, they may appeal to the Ombudsman.

#### Stage 4 Complainant requests an independent Review.

This can be requested if we do not succeed in resolving your complaint.

Contact details below:

Complaints Ombudsman, 6 Earlsfort Terrace, Saint Kevin's, Dublin 2.D02 W773 , Tel : +353 - 639 5600 Lo – call : 1 – 890 – 223030 ( from outside 01 area ) E mail : ombudsman@ombudsman.gov.ie

#### Your Complaints Officer / s

Name : Sino Joseph - Safeguarding Designated Officer

Tel no : 093 41944

E mail : [stellamarisnursinghome@gmail.com](mailto:stellamarisnursinghome@gmail.com)

#### The Review Officer is

Name : Martina Haverly Stella Maris Nursing Home Cumber Tuam Co Galway

Tel no : 093 41944

E mail : [stellamarisnursinghome@gmail.com](mailto:stellamarisnursinghome@gmail.com)

#### Independent Review

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#### Need assistance to make a complaint?

If you require any assistance to make a complaint you may contact Patient Advocacy Services , which is a free , independent and confidential complaint advocacy service.

Patient Advocacy Service. Level 3 Rear Unit, Marshalsea Court, Merchant's Quay, Dublin 8.

D08 AEY8

Tel: 0818 293003 Email: [info@patientadvocacyservice.ie](mailto:info@patientadvocacyservice.ie)

Sage provides information, support and advocacy and is independent of family, service providers or systems interests. Their team of experienced advocates is available right across the Republic of Ireland and their service is free of charge and confidential.

Sage Advocacy

01 5367330 [info@sageadvocacy.ie](mailto:info@sageadvocacy.ie)

#### How to make a complaint.

Verbally – speak to a staff member. Written – In writing

#### Written Complaints

1. Use our Nursing Home complaint form
2. In a letter or email.

#### What should you include in your complaint?

- Remember to state your name, address and telephone number (email if applicable) and whether you are acting on behalf of someone else.
- Briefly describe what your complaint is about, stating relevant dates and times, if applicable.

- List your specific concerns starting with the most important concern.
- Be clear about what you are hoping to achieve e.g. an apology, explanation etc.
- State your preferred method of communication.

**What happens next?**

- You will receive a written response from the complaints officer within 5 working days and we aim to conclude complaint within 30 working days.

**If you are unhappy with the response and outcome of your complaint.**

- You can request a review by the review officer.
- You can request a review by the by the Ombudsman details above.