

What is a complaint?

A complaint is an expression of dissatisfaction or discontentment about a product, service, or experience; in Empathy healthcare, a complaint is when you are unhappy with a service. This could be when: a) Staff or the service does something in the wrong way, b) Staff or the service doesn't do something that should have been done c) Staff or the service does something that should not have been done.

Who can help you make a complaint?

1. A member of staff
2. A social worker or nurse
3. A family member or friend
4. A co-production group
5. An advocate

Complain resolution Action plan:

Upon receipt of complaint, we will endeavour to:

1. We will acknowledge receipt of the complaint
2. Respond within 2 days
3. We will engage with you and meet up with you if you deem it fit
4. We will collaborate with you on a plan to resolve the complaint and make things better
5. We will communicate steps we take to improve
6. We will ensure confidentiality; no one will be told about your problem or complaint
7. We will be first to apologise for any wrong on our side and endeavour to prevent recurrence

Steps to take to make a complaint

1. Contact a member of staff with the complaint. The member of staff will try to resolve the issue.
 - a. If complaint is dealt with and resolved, we will thank you for highlighting and giving us an opportunity to fix it
 - b. If it is a complaint, you do not wish to raise with a member of staff but rather wish to write to us about **OR** the complaint has not been dealt with to your satisfaction and you want to raise it to a more senior level, write to:

i) **OR** ii) Complete the complaints contact form and submit

The Complaints officer

Empathy Healthcare

50 Willow Green

Dunshaughlin

A85 FF67

2. The Complaints Officer will make a referral to the HSE for an independent review to be carried out. If you do not wish the HSE to carry out an independent review you can ask Empathy Complaints Officer to carry out the review.
3. If after this you are still not happy about how your complaint has been resolved, you can ask the Ombudsman to carry out an independent review. The Ombudsman can be contacted at:

Office of the Ombudsman 6 Earlsfort Terrace
Dublin 2 D02 W773
Tel: 01 639 5600
LoCall: 1890 223 030
Fax: +353 (0)1 639 5674
info@ombudsman.ie www.ombudsman.ie

Ombudsman for Children Millennium
House
52-56 Great Strand Street Dublin 1
D01 F5P8
Tel: 01 865 6800
LoCall: 1800 20 20 40
oco@oco.ie www.oco.ie

Other organisations that can help you with a complaint

HIQA – Health Information & Quality Authority

Tel: 021 240 9300 info@hiqa.ie

Citizens Information Board

Tel: 07 6107 9000 information@ciboard.ie www.citizeninformationboard.ie

Irish Advocacy Network

Tel: 04 738 918

OR

Mental Health Ireland

Tel: 01 284 1166 www.mentalhealthireland.ie

Office of the Confidential Recipient Training Services Centre Dooradoyle, Limerick Tel: 087 188 0523 (office) or 087 665 7269 (confidential recipient) Monday to Friday, 9 am to 5 pm grainne.cunningham@crhealth.ie