

Name of Unit / Department about which you want to comment, compliment or complain about:

Date of experience giving rise to the comment, compliment or complaint:

Please give full details of your comment, compliment or the nature of your complaint in the following space provided

Your comment, Compliment or Complaint Details:

Multiple horizontal lines for writing details.

Please continue your comment on the other side...

continue your comment here...

Multiple horizontal lines for continuing the comment.

Please use extra pages if necessary

Please note:

For the purposes of investigation of my complaint, I grant permission to Peamount Healthcare to access my personal patient confidential information. This may be necessary in some cases to fully investigate your complaint. Please tick:

Your details

Name:

Address:

Tel:

Email:

Date:

Peamount Staff Use Only

Date received:

Feedback no:

Location:

Complaints Officer:

Useful Contact Details:

Advocacy Services can help you to make your complaint. If you feel it would help, ask family, friends or an advocacy service to help you to give us your feedback.

Citizens Information Board:

Tel: (01) 605 9000

Patient Focus:

Tel: (01) 885 1611

Email: support@patientfocus.ie

Irish Patients Association:

Tel: (01) 272 2555

Email: info@irishpatients.ie

Other Useful Resources:

www.healthcomplaints.ie

www.peamount.ie

This Leaflet gives you information on how to give us feedback.



Tell us...
about your experience at Peamount Healthcare

people caring for people

Your comments, compliments and complaints are welcomed and valued. They allow us to continually improve our services.

Step 1

How do I make a comment, compliment or complaint?

You can do any one of the following:

- Talk to any member of staff, department manager or complaints officer
- Fill in the attached form and place it in the feedback box provided
- Email yoursay@peamount.ie with your comment, compliment or complaint
- Send a letter: Complaints Officer, Peamount Healthcare, Peamount Road, Newcastle, Co. Dublin
- Ring us 01 6010300/6010308
- Use our website comments and compliments facility at www.peamount.ie
- See www.healthcomplaints.ie for further information

Step 2

What will happen next?

- In the case of a comment or a compliment we will send you a letter of acknowledgement if you gave us your contact details.
- We will pass on your comment or compliment to the relevant Unit / Department or staff member.
- If it is a verbal complaint, every attempt will be made to try to resolve the issue immediately or as soon as possible.
- A written complaint will be acknowledged by a complaints officer in writing within five working days from the date they receive it.

Step 3

How will my complaint be dealt with?

- Depending on the nature and seriousness of your complaint:
 - a staff member or department/unit manager will attempt to resolve your complaint locally; or
 - a complaints officer will look into the issues raised in your complaint.
- You may be invited to meet with the complaints officer and staff or representative of staff to discuss the concerns set out in your complaint.

Step 4

How long will it take the complaints officer to look into my complaint?

- The complaints officer will look into your complaint within 30 working days of the date when it was acknowledged.
- If it takes longer to look into all the issues raised in your complaint the complaints officer will notify you within 30 working days. They will give you an update on what is happening every 20 working days after that.

Step 5

What do I do if I am not satisfied with the recommendations made by the complaints officer or the way my complaint was dealt with?

- You may request a review from the Director of the National Advocacy Unit, Quality and Patient Safety Directorate, HSE, Oak House, Millennium, Park, Naas, Co. Kildare. Tel: (045) 880 400
- You should clarify in writing the key issues that you wish to have reviewed, the HSE National Advocacy Unit and Advocacy Services are available to help you with this process (contact details on reverse of this leaflet).
- You have 30 working days from the date of the final local investigation report sent to you by the complaints officer to request a review.

Step 6

What if I am not happy with the outcome of the review?

- You may request an independent review of your complaint from the Office of the Ombudsman.

Office of the Ombudsman:

18 Lower Lesson Street, Dublin 2.
Tel: 1890 223 030
Email: ombudsman@ombudsman.gov.ie

If you wish to make a comment, compliment or complaint, then you can fill out the attached form. You can place it in the feedback box provided.



National Healthcare Charter
**your service,
your say**



Your feedback matters

Tell us about your experience

Your feedback is welcomed and valued. We use it to continue to improve our services. It would help us if you would answer the following three questions:

Name one good thing about your experience/or the service you received?

1

Name one thing that we could improve on?

2

Name one thing that should always happen every time you or others use this service?

3