

ATLANTA NURSING HOME

Sidmonton Road, Bray, Co. Wicklow
Phone: 01-2860398 / Fax: 01-2861947

COMPLAINTS PROCEDURE

Purpose:

- The purpose of this document is to outline how residents and their families can make a complaint.

Responsibility:

- It is the responsibility of the Person in Charge to ensure this policy is adhered to.

Procedure:

- If a resident or their family members have a complaint they can request to speak with the Nurse in Charge at the time of the incident where she would aim to resolve the problem as soon as possible.
- However the problem should not to be resolved, the RGN on duty will refer the complaint to the Person in Charge. Complaints can also be made in writing to the Person in Charge who will in turn contact the family and try to resolve the problem promptly.
- All written complaints will be brought to the attention of the Owner (s).
- Should the complainant not satisfy with the response of the complaint, in accordance with the regulatory requirements, an independent appeal process can be carried out.
- Residents or their family members are at all times free to direct a complaint to the HIQA and if so desire will be properly and fully facilitated.

**Chief Inspector
Health Information and Quality Authority
Social Services Inspectorate
Georges Court
Georges Lane
Smithfield
Dublin 7
Tel:(01) 814-7400**

- An independent appeal person can be contacted. The independent appeal person is **Marie Corcoran** (Human Resources and Mediation Consultant); contact number **0526124053**.
- Complaint Procedures and the Ombudsman – 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 24th August 2015. The Ombudsman cannot examine complaints about actions which occurred before that date with the exception of 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