



OUR LADY'S MANOR COMPLAINTS PROCEDURE

A copy of Our Lady's Manor's Complaints Policy is available on request at reception.

If you are unhappy or have any concerns with any aspect of our service and wish to make a complaint or express your concern, you can:

- Speak directly to the staff member involved. He or she will try to resolve it for you there and then. If the member of staff can't help, they will explain why and you can then ask for your complaint to be formally investigated or to speak with the nurse-in-charge or the Person-in-Charge, Sr. Bernadette Murphy.

If you do not wish to express your dissatisfaction or concerns to a member of staff, you can:

- Speak directly to the **Nominated Complaints Person**, Sr. Bernadette Murphy or contact her by phone at (01) 280 6993.
- E-mail the complaint to Sr. Bernadette Murphy at info@ourladyismanor.ie
- Complete the complaints form and sent it to Sr. Bernadette Murphy.
- Write a letter to Sr. Bernadette Murphy, Person-in-Charge at Our Lady's Manor, Bulloch Castle, Dalkey, Co. Dublin A96 P9C1

What you should include in your complaint?

- Describe what your complaint or concern 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 (for example an apology, explanation, etc.)
- State your preferred method of communication e.g. phone, letter or email.

Managing your Complaint

Sr. Bernadette will conduct a preliminary investigation to determine the most appropriate course of action including the need for a formal investigation. She will formally acknowledge your complaint within 5 working days and let you know how she intends to address the complaint.

Where a formal investigation is required, Sr. Bernadette will aim to establish the facts. The extent of the investigation will depend on how complex and how serious the issues you have raised are. You will be kept informed at pre-determined agreed timescales during the process by your preferred method of communication. If it is found that there was a fault in the systems or the way things are done, Sr. Bernadette will tell you what it is and how she plans to change things to prevent it from happening again.

If you are not satisfied with the outcome of the investigation, the complaint is referred to the **Nominated Review Person**, Lisa Malone (contact details available at reception) and will be acknowledged within 5 working days and responded to within 20 working days.

If for any reason, you are not satisfied with the review or handling of your complaint, you can appeal the decision to the **Independent Appeals Person**, Geralyn Curran (contact details available from Person-in-Charge or reception) who will undertake an independent review of the complaint. Alternatively, you may contact the **Office of the Ombudsman** Tel: (01) 639 5600, E-mail: info@ombudsman.ie or the **HSE** Local Health Office, Tivoli Road, Dun Laoghaire, Co. Dublin Tel: (01) 284 3579.

Should you require assistance or advice with making a complaint or help you with contacting an external advocate such as **Sage** (National Support and Advocacy Services for Older People), any member of staff will be willing to assist you.