

Feedback

Making a Comment, Compliment or a Complaint

We want to provide you and your family with the best possible care and treatment while attending the Mater Hospital. We welcome your feedback. There may be times when you wish to tell us about the good aspects of our service but to help us continue to improve our services, there may be times when you wish to let us know how we could have done better.

You have a right to make comments and be listened to and to complain if you are unhappy with any aspect of our service.

You can submit your comment, compliment or complaint in the following ways:



Talk to any member of staff



By telephone: 01 - 803 2206 / 803 2825 / 803 2468 / 803 2779



By email: patientservices@mater.ie



By letter: Patient Liaison Officer, Patient Services,
Mater Misericordiae University Hospital,
Eccles Street, Dublin 7



By fax: 01 - 803 4777

Information leaflets:

- The Role of the Patient Liaison Officers
- Making A Complaint

These are widely available throughout the hospital and on the hospital website (www.mater.ie)

Frequently Asked Questions on the Complaints Process

How do I make a verbal complaint?

First of all, please speak to your doctor or the nurse / department manager if you have any concerns. Every effort will be made to resolve your concerns locally. However, if you feel your concerns have not been resolved to your satisfaction, then you can make a written complaint.

What information do I need to include in a written complaint?

A written complaint should include the following information:

- Whom you have spoken to
- Who was involved
- What happened and when
- What you are concerned about
- Have you done anything else to resolve the matter
- What you want to happen now



A written complaint will be acknowledged within 5 working days.

How will my complaint be dealt with?

Your written complaint will be sent to all relevant personnel for feedback and a written response will be issued to you. In addition, a meeting can be arranged with relevant staff members, if required and appropriate.

How long will I have to wait for a written response to my complaint?

You will receive a written response within 30 working days. Should this time frame need to be extended, you will be kept informed every 28 days thereafter of the progress of your complaint.

What if I am still dissatisfied following the response from the hospital?

There are a number of external options available, the details of which will be provided to you in the hospital's written response.