

WHAT HAPPENS TO YOUR COMPLAINT?

continued

Stage 2: Internal Resolution

Information from your health records may need to be disclosed to relevant hospital staff for the purpose of investigating your complaint.

Stage 3: Final Internal Resolution

If you are dissatisfied with the written reply you can contact the Patient Liaison Officer and request that your complaint be referred to the Patient Care Committee for review. Once this review has been completed, you will be issued with the hospital's final report.

WHAT IF I AM STILL UNHAPPY?

If your complaint is still not resolved to your satisfaction, there are two external options where you can bring your complaint, the HSE and the Ombudsman (contact information overleaf).

HSE

Email: yoursay@hse.ie
Website: www.hse.ie
Infoline: 1850-24-1850
Address: Oak House, Millenium Park,
Naas, Co. Kildare.

OMBUDSMAN

Email: ombudsman@ombudsman.gov.ie
Website: www.ombudsman.gov.ie
Infoline: 1890-223030
Address: Office of the Ombudsman,
Ossory House, 18 Lower Leeson Street,
Dublin 2.

PATIENT SERVICES

Email: patientservices@mater.ie
Website: www.mater.ie
Tel: 803-2206 / 2779 / 2825 / 2468
Address: 85 Upper Dorset Street, Dublin
1.

~ REMEMBER ~

Your opinion matters to us and your feedback is welcome and helpful.



DEFINITION OF A COMPLAINT

As per the Health Act 2004, a 'complaint' means any action that does not accord with sound administrative practice and adversely affects the person by whom or on whose behalf the complaint is made.

HOW DO I MAKE A COMPLAINT?

At the Mater Misericordiae University Hospital, we try to achieve a high standard in our clinical care as well as in all the services we provide. We have a complaints system in place that you can use when you experience a problem with any of our services.

If you wish to make a complaint, the best way to ensure it is resolved quickly and effectively is by speaking to a member of staff within the area that you have concerns about. They may be able provide you with an explanation and resolve your concerns without the need to make a more formal complaint. We refer to this as Local Resolution.

If you do not feel satisfied with the response or you do not feel you can approach staff directly, you may prefer to speak to one of our Patient Liaison

Officers, who will listen to you and provide advice, support and information. Contact the Patient Services Department on 803-2206 and ask to speak with a Patient Liaison Officer

You can write to a Patient Liaison Officer at:

Patient Services Department
Mater Misericordiae University Hospital
85 Upper Dorset Street
Dublin 1
Email: patientservices@mater.ie

WHO CAN COMPLAIN?

Complainants will usually be existing or former patients of the hospital. However, the complainant may also be someone acting on behalf of the patient, such as a close relative. If the complainant is neither the patient nor next of kin and is acting on the patient's behalf, the Complaints Officer will ensure that the patient (or next of kin) is in agreement, that all parties are kept informed. Confidentiality of the patient will be preserved and respected at all times.

TIME LIMITS

You must make a complaint within 12 months of the date of the event concerned, or within 12 months of becoming aware of the event.

The hospital Complaints Officer may extend the time limit for making a complaint in special circumstances.

WHAT HAPPENS TO YOUR COMPLAINT?

Stage 1: Local Resolution

It is preferable for verbal complaints, where possible, to be dealt with immediately at ward/department level. Staff members strive to ensure you receive the best possible care at all times. Therefore, if you are dissatisfied with any aspect of your treatment, please contact your ward manager who will endeavour to address your concerns.

Complaints not resolved at this stage should then be forwarded, in writing, to the Patient Liaison Service.

Stage 2: Internal Resolution

Your written complaint will be assigned a Patient Liaison Officer who will acknowledge your letter within 5 working days of receipt and log your complaint onto the hospital's complaints register.

You will be issued with a written reply within 30 working days. In cases where it is not possible to reply within this timeframe you will be notified.