

## HOW TO MAKE A COMPLAINT

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 to resolve your concerns without the need to make a more formal complaint.

If you do not feel satisfied with the response or you do not feel you can approach staff directly, you may speak to one of our Patient Liaison Officers, who will listen to you and provide advice, support and information.

The hospital has a separate leaflet on 'Making a Complaint' which explains our process for managing complaints in more detail.

## PATIENT SERVICES DEPARTMENT

Telephone: 803-2206

Fax: 803-4777

Email: [patientservices@mater.ie](mailto:patientservices@mater.ie)

Address: 85 Upper Dorset Street  
Dublin 1



## WHAT IS THE PATIENT LIAISON SERVICE?

As a service user, relative or carer you may sometimes need to turn to someone for advice, support and information.

Staff members strive to ensure you receive the best possible care at all times. However, occasionally you may not feel you can approach staff members directly.

The Hospital has Patient Liaison Officers who will communicate with staff, managers and relevant organisations on your behalf.

The Patient Liaison Officer operates in a non-medical role.

- You can ask for information about the hospital's services.
- You can get help with problems that you haven't been able to sort out with staff on a ward or in a clinic.
- You can ask for information on how to make a complaint.
- We listen to your views on how we can improve our services.

## HOW CAN I CONTACT THE PATIENT LIAISON SERVICE?

- ***By Telephone***

803-2206 / 803-2468 / 803-2825 /  
803-2779

- ***By Letter***

Patient Liaison Service  
Patient Services Department  
Mater Misericordiae University  
Hospital  
85 Upper Dorset Street  
Dublin 1

- ***By Email***

[patientservices@mater.ie](mailto:patientservices@mater.ie)

- ***By Appointment***

Please ring to make an appointment

- ***By Fax***

803-4777

**Office opening hours: 8.00am – 5.00pm  
Monday – Friday.**

## FEEDBACK

We are always looking to improve our services, recognise successes, and develop new ideas to deliver quality health care.

Your opinion matters to us and your feedback is very welcome and helpful for highlighting the good aspects and the not so good aspects of the hospital.

Contact the Patient Liaison Service with any comments, suggestions and compliments.

Feedback is logged onto a database, analysed and passed to the relevant areas for follow up.

## DATA PROTECTION

Information relating to a complaint is held separately from medical records. Confidentiality will be protected at all times.