

Summary of Complaints Policy & Procedure

What is defined as a complaint?

A complaint is defined as an expression or statement of dissatisfaction that requires a response. Complaints can be verbal (informal or formal) or written (formal).

What are staff responsibilities?

- ✓ Be familiar with the Esker Lodge complaints policy
- ✓ Be familiar with the steps involved in the complaints' procedure according to staff role
- ✓ Attend training on complaints management when required
- ✓ Informal complaints can be dealt with on the spot by staff on duty
- ✓ If informal complaints are unresolved to the satisfaction of the complainant then it is the responsibility of the Esker Lodge Complaints Officer (Binimole Santhosh) to investigate and resolve as required
- ✓ Formal complaints are investigated by the complaints officer and if the complaint is not satisfied with the outcome of the complaint they can request a review from the complaints review officer Vicky McDwyer

Esker Lodge approach to complaints management

- ✓ To be open to feedback and focused on learnings and continuous improvement
- ✓ To deal with the complaint through local resolution as far as is practicable
- ✓ To view complaints from the perspective of the resident and /or their representative / advocate
- ✓ To understand the concerns of the complainant and the expected outcome
- ✓ To resolve in a timely manner
- ✓ To maintain a constructive attitude during the complaints process
- ✓ To maintain focus on lessons to be learned and any changes required to systems, practices or procedures where this is necessary.
- ✓ To ensure our complaints procedures are easy to access, simple to understand, quick, confidential, and sensitive to the needs of complainants and those complained against, providing suitable remedies and properly resourced

Who are the Complaints Officers for Esker Lodge?

Binimole Santhosh Director of Nursing, Person In Charge and Esker Lodge Complaints Officer
049 4375090 don@eskerlodge.ie

Vicky McDwyer Registered Provider Representative and Esker Lodge Complaints Review / Internal Appeals Officer
049 4375090 vicky@eskerlodge.ie

What to Include in your Complaint

In your written complaint, include the following information:

- your name;
- phone number;
- email address;
- name of the Nursing Home;
- who was involved;
- dates and times of the experience;
- an accurate description of what happened;
- what you want to happen now;
- and you can attach any relevant documentation.

Outline of the stages in the Esker Lodge Complaints Procedure

Stage 1: Local resolution by staff nurse on duty

You can raise the issue with staff at the Nursing Home by phone or in person. The issue might be resolved on the spot by staff on duty without the need to make a formal, written complaint.

Stage 2: Informal Resolution by Complaints Officer / Formal Resolution through investigation

If you are unhappy with the response you receive from the staff nurse after raising the issue, you can make a formal complaint.

You can do this by writing a letter or an email to the Director of Nursing and Esker Lodge Complaints Officer, Binimole Santhosh (don@eskerlodge.ie).

There are two options for resolving a complaint at stage 2, either informal resolution or formal resolution.

a) Informal resolution by Esker Lodge Complaints officer

Or

b) Formal Investigation by Esker Lodge Complaints officer

- acknowledged within 5 working days
- decision to investigate locally or refer to the safeguarding vulnerable person team
- written response to formal complaint within 30 working days with proviso that any information not available (i.e. from 3rd parties such as HSE / hospital) will be forwarded to the complainant within 20 working days
 - (We will aim to resolve concerns as quickly as possible and expect to deal with the vast majority within 30 working days. If your complaint is more complex we will let you know within 30 working days why we think it may take longer to investigate and tell you how long we expect it to take. We will give you regular updates, at a minimum every 20 working days on any progress made.)
- Review by complaints officer with final outcomes confirmed in writing
 - A written response to the complainant following a request for a review of the outcome of the provider's response to their complaint within 20 working days

Time frame: A written response must be provided by the Esker Lodge as soon as possible and in any case no later than 30 working days after receipt of the complaint. In the event that the 30-working day timeframe cannot be complied with, you should receive a written response informing you when you will receive a response and a reason for the delay.

Post/Email/Phone: Send your letter or email to the nominated complaints officer (Binimole Santhosh – don@eskerlodge.ie, -).

The complaints officer in Esker Lodge is nominated to investigate your complaint. The complaints officer will follow up your complaint. Following a full investigation about the complaint, the complaints officer will either uphold the complaint or not and present the reasons for that decision, any improvements recommended and details of the review process in a written response within 30 days.

Stage 3: Review by Complaints Review Officer/ Internal Appeals Officer.

If you are unhappy with the decision you receive, you can ask Esker Lodge review officer, who is different to the person who carried out the original investigation, to review the decision.

The review officer in Esker Lodge is Vicky McDwyer, vicky@eskerlodge.ie

Timeframe: The review officer will present the findings of the review in a written response, as soon as possible and in any case no later than 20 days after receipt of your request. In the event that the 20 working day timeframe cannot be complied with, you should receive a written response informing you when you will receive a response and a reason for the delay.

Stage 4: Appeal to the Ombudsman if unhappy with decision.

Office of the Ombudsman External Contact details

THE OFFICE OF THE OMBUDSMAN, 18 Lower Leeson Street, Dublin 2

Phone: LoCall 1890 22 30 30 or (01) 639 5600

Email: complaints@ombudsman.ie

You can also make a complaint online using the online complaint form - www.ombudsman.gov.ie

Important Note for Residents

At any stage during the complaints process the resident and or their representative can liaise with Sage, the Patient Advocacy Service or the Ombudsman for support. The contact details of these bodies are set out below

Sage Advocacy

Regional Coordinator

Sage North-East Area Sage - 01 536 7330

Patient Advocacy Service –

National Phone Line [0818 293003](tel:0818293003)

<https://www.patientadvocacyservice.ie/>