

## **COMPLAINTS PROCEDURE**

Knockrobin Hill Nursing Home Ltd t/a Curam Care Homes is committed to dealing effectively with any complaints you may have about our service and shall offer or otherwise arrange practical assistance to assist the complainant as necessary.

If we got something wrong, we will apologise and where possible we will try to put things right. We also aim to learn from our mistakes and use the information we gain to improve our services.

### **Informal Complaint (Stage 1)**

If you are unhappy with the care, you have received you can raise the issue you have had in the nursing home with a member of staff. The issue might be resolved without needing to make a formal, written complaint.

The nursing home will document your informal complaint on the homes concerns log, and it will be reviewed and then closed by the Director of Nursing once it has been resolved.

### **Formal Complaint (Stage 2)**

If you are unhappy with the response you receive after raising the issue, you can make a formal complaint. You can do in writing to the homes Complaints officer which is the Director of Nursing by letter or email.

In your written complaint, include the following information:

your name, phone number, email address, name of the section in the nursing home, who was involved, dates and times of the experience, an accurate description of what happened.

Your complaint should also outline what you have done to resolve the issue to date, and what you want to happen now to resolve your issue.

You can also attach any documentation to your complaint, either in the letter or email that you feel is relevant.

Complaints will be acknowledged in writing within 5 working days of receipt of the complaint.

A full investigation will take place within 30 working days resulting in a written report. In the event of the investigation taking longer than 30 days a progress report will be communicated to the complainant within 30 working days with an update given every 30 working days, with the reason for the delay.

All complaints are monitored and reviewed by Director of Care, Quality & Standards for Knockrobin Nursing Home Ltd Ms Audrey Beckett.

### **EXECUTIVE REVIEW (Stage 3)**

If you are unhappy with the response you receive, you can consider asking for an executive review. Full contact details of the Review Officer and how to request an executive review will be outlined to you in your complaint outcome letter. You will then have within 30 working days of receiving the outcome to request an executive review.

You will receive a written outcome of the executive review within 20 working days.

## **COMPLAINT PROCEDURES AND THE OMBUDSMAN**

If we do not succeed in resolving your complaint, you may complain to the Ombudsman. The Ombudsman is independent and can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining: have been treated unfairly or received a bad service through some failure on our part have been disadvantaged personally by a service failure.

The Ombudsman expects you to bring your complaint to our attention first and to give us a chance to put things right. You can contact the Ombudsman by:

telephone: +353 1 639 5600

the website: [www.ombudsman.ie](http://www.ombudsman.ie)

writing to: The Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773.