

COMPLAINTS PROCEDURE

- ❖ Any staff member who receives a complaint should report it to the nurse in charge. The nurse in charge and/or the staff member should try to resolve the complaint. The nurse in charge will log the complaint and the actions taken to address the complaint on care monitor. They will also log whether or not the complainant is satisfied. The PIC will review and sign off the complaint on care monitor.
- ❖ If the complaint cannot be resolved at the first stage the PIC (**complaints officer**) will commence their investigation of the complaint (provided that they are not involved in the subject matter of the complaint or the direct care of the complainant). The PIC will liaise with the complainant and any other relevant parties or authorities. The PIC will ensure that any necessary practical assistance is made available to the complainant. The PIC will ensure that both verbal and written records are provided to the complainant as requested. The PIC will endeavour to resolve the complaint at this stage and will implement and document any improvement measures required as a result of the findings from their investigation. They will also document whether or not the complainant was satisfied with the outcome.
- ❖ At the request of the complainant the complaint can be further reviewed by the Director of Quality & Governance (**review officer**). This review will be concluded no later than **20 working days** after the receipt of the request for the review. The Director of Quality & Governance will ensure that both verbal and written records are provided to the complainant as requested. If the Director of Quality & Governance is already involved in the subject matter of the complaint or the direct care of the complainant then a regional Quality Manager or a PIC from another Sonas nursing home will be appointed as the review officer.
- ❖ We will always aim to ensure that complaints are investigated and concluded, as soon as possible and in any case no later than **30 working days** after the receipt of the complaint.
- ❖ The complainant may wish to make their complaint to an independent person. SAGE provide an independent advocacy service for all of our residents. The contact details for your advocate are on and for the Ombudsman are located on the home noticeboard.

PERSON IN CHARGE (COMPLAINTS OFFICER)	DIRECTOR OF QUALITY & GOVERNANCE (REVIEW OFFICER)
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