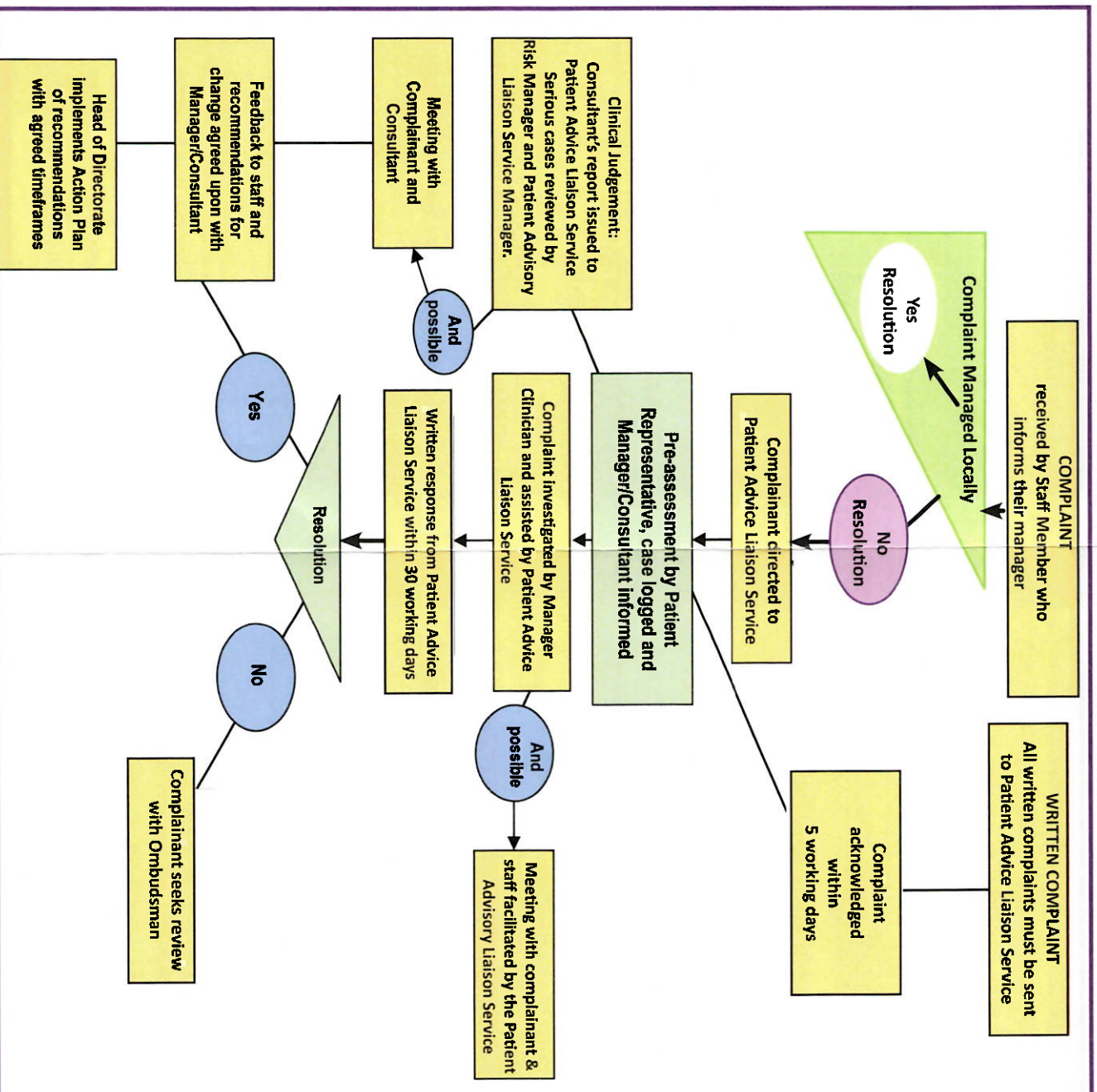


GUIDE TO MANAGEMENT OF COMPLAINTS



PALS contact details:



01 809 3234 / 2427



pals@beaumont.ie

Date issued: June 2014 Reviewed Jan 2016, Jan 2023 Review Date: Jan, 2026
 Author: Patient Advice Liaison Service Approved by: Head of Quality & Safety

PALS

Patient Advisory Liaison Service



Beaumont Hospital
 Beaumont Road
 Dublin 9



Patient Information Leaflet for
**Management of
 Complaints**



Email: pals@beaumont.ie



Tel: (01) 809 3234

UPDATED JAN 2023

MR323K

Complaints



- Any feedback you provide including complaints are welcomed and valued. They allow us to continually improve the service we provide.
- We take your complaints seriously and will work with you to reach a satisfactory resolution.
- Your feedback provides us with a valuable opportunity to make positive changes and provides key learning opportunities for staff.



When can I make a complaint?



- You can make a complaint at any stage of your care and treatment.
- You can raise your complaint with the Manager of the area you are in. They will do their best to work with you to resolve the issue.
- If your complaint cannot be resolved locally, you can contact the PALS department who will assist you with your complaint.

How will my complaint be dealt with?



For more serious complaints, the PALS team may ask you to put them in writing.

- When writing your complaint, please ensure to include the following:
 - * What happened?
 - * When and where did it happen?
 - * Who was involved?
 - This helps the PALS team identify the key issues.
 - You can make a complaint to the PALS team up to 12 months following your experience. This may be extended in some circumstances.
 - The PALS team will acknowledge receipt of your complaint within 5 working days.
 - They will aim to resolve your complaint within 30 working days. If an extension is required, you will be notified regarding this.
 - Your confidentiality will be maintained at all times. A fair, full and impartial investigation will be provided without effecting the care you receive.
 - The resolution of your complaint may be in the form of a written response, phone conversation or a meeting with relevant staff.
- If you need further explanation or have additional questions regarding your complaint, please contact the PALS department.

What if I am not happy with the response?



If you are not satisfied with the response that you have received, you may opt for an internal review with the R.C.S.I. Hospital Group. Please contact the PALS team for further information regarding this.



Office of the Ombudsman

You can also refer your complaint to the Office of the Ombudsman. The Ombudsman is fair, independent and free to use.

The best way to contact the Ombudsman is by:

- Clicking on the “making a complaint” link at www.ombudsman.ie
- Writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773.
- Calling the Ombudsman on 01 639 5600.

You can contact the Office of the Ombudsman at any stage during the complaints process.

Please note that issues relating to Clinical Judgement lie outside of the remit of this complaint process.

