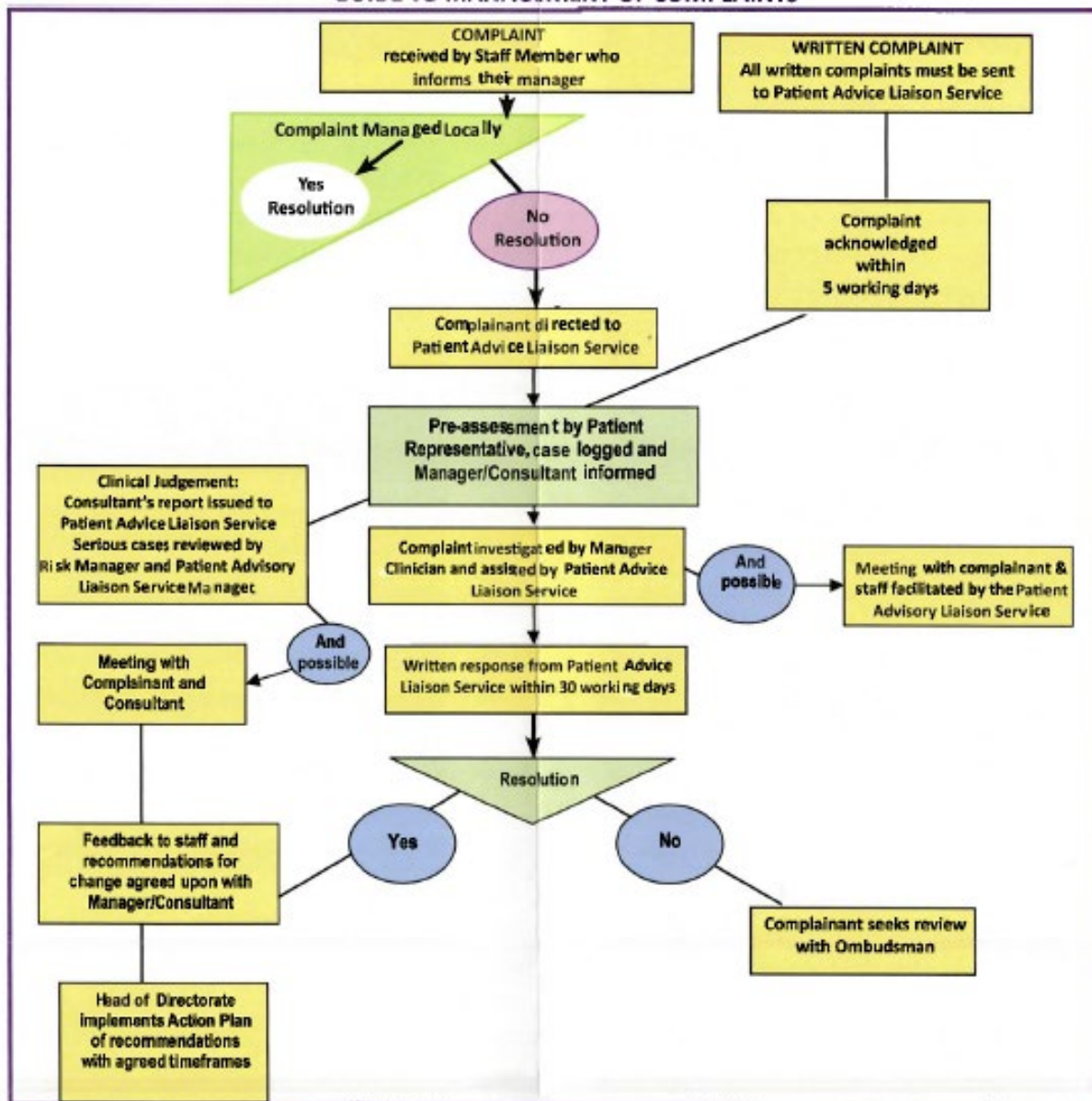



## GUIDE TO MANAGEMENT OF COMPLAINTS



PALS contact details;

 01 809 3234 / 2427

 [pals@beaumont.ie](mailto:pals@beaumont.ie)

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 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](mailto:pals@beaumont.ie)

 Tel: (01) 809 3234

UPDATED FEB 2024

MR323L

## Complaints



- Your compliments, comments and complaints are welcomed and valued. They allow us to continually assess and improve our service.
- We take your complaints seriously and strive to reach a satisfactory resolution in partnership with you.
- Your feedback provides us with a valuable opportunity to make positive change and provides key learning opportunities for staff.



## When can I make a complaint?

- You can make a complaint at any stage of your treatment.
- You can raise your complaint with the Manager of the area you are in. They will do their best to rectify your issue locally.
- 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?

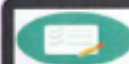


- For more serious complaints, the PALS team may ask you to put them in writing.
- When writing your complaint, please ensure to include the following:
  - \* What happened?
  - \* When and where did it happen?
  - \* Who was involved?
- This helps the PALS team identify the key issues.
- You can make a complaint to 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 can contact the RCSI Hospital Group and request a review into the management of your complaint. This must be done within 30 days of receiving your response. 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](http://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.

