

Compliments, Comments & Complaints Policy

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18 – Schedule 5	Director of Service	22.09.2016
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2	Review of policy and pathway, new templates and logs added	
Reviewed by		Review completed
Áine Forde, Mirjam Lettner		27.05.2022
CEO signature		Next Review Date
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Mission Statement

Utilising our resources and skills to provide intentional supports for the people we support; enabling them to live full and inclusive lives by contributing to and enriching the fabric of their local communities.

SPC partners with external agencies and community services to facilitate '*ordinary lives in ordinary places*'

Vision Statement

People supported will live a good life, in their own home, with supports and opportunities to become active, valued and inclusive members of their local communities.

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1.0 Scope

- 1.1. All persons who are being supported by St. Patrick's Centre (Kilkenny) (SPC), or who have sought such support may make a compliment, comment or complaint in accordance with the procedures established under this policy. Employees, families or members of the public can also make a complaint on their own behalf or on behalf of a person supported in relation to the service provided by SPC. This comment, compliment or complaint may refer to any action of this community-based service that, it is claimed, does not accord with fair and sound practice and adversely affects or affected that person or the person they are making the compliment, comment or complaint on behalf of.

2.0 General Principles, Aims and Values

- 2.1. The purpose of this document is to detail the policy and process of SPC in relation to a complaints, compliments and comments management process.
- 2.2. The service commits to supporting people in line with the Human Rights Based Approach.
- 2.3. This policy is aligned to Section 47 of the Health Act, 2004 & SI 367 of 2013
- 2.4. SPC is committed to safeguarding the rights and dignity of people we support, their families and employees in the implementation of this policy. All of the people we support and /or their families/advocates, have the right to compliment, comment on or complain about any aspect of the service, to have it investigated and to be informed of the outcome and any changes implemented as a result as soon as practicable. This also applies to any member of the public who wishes to make a compliment, comment or complaint on behalf of themselves or a person supported or about any aspect of service provision.
- 2.5. This Complaints, Compliment & Comments Policy will be available to the people we support in an accessible easy read format and will be displayed in a prominent position in the designated centre.
- 2.6. People we support, families, employees and members of the public will be provided with information on the complaints process. This policy, in conjunction with the 'Your service, Your say' HSE complaints policy will be made available to members of the public should they wish to make a complaint relating to service provision.

3.0 Responsibilities

3.1. Designated centre:

Complaints received at a local level may be resolved locally without recourse to the Complaints Officer. If resolved locally, they should be signed off by the PIC or PPIM/CSM. Details and documentation should be completed and placed on the Complaints File in the designated centre. The Complaints Officer should be advised that the complaint has been resolved or that it is being referred to them for resolution.

The PIC, PPIM/CSM and the support team have to ensure that complaints in relevant to the designated centre and people supported living there are recorded and followed through in line with policy.

3.2. Provider:

Compliance & Governance Manager, Áine Forde, is the Complaints Officer and:

Will be available in a designated centre to ensure that all complaints are

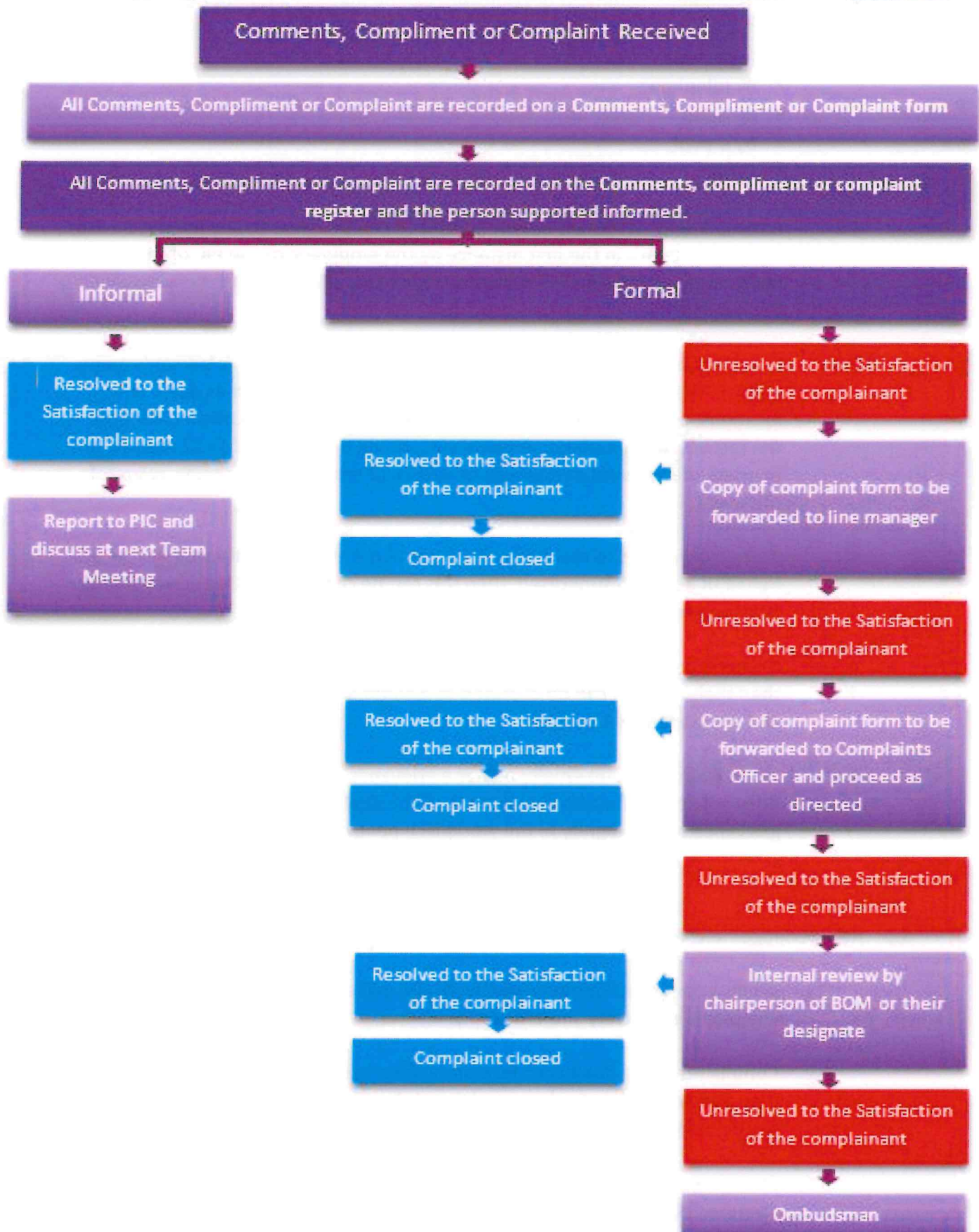
1. appropriately responded to and
2. The person nominated maintains the records specified in the Regulations

SPC has nominated Áine Forde to deal with complaints and to hold all required documentation.

3.3. All information obtained through the course of complaint management will be treated in a confidential manner and in line with the Data Protection Act 2018 and the Freedom of Information Act 2014.

3.4. The complaints process will facilitate the gathering of essential and appropriate information to ensure the effective management of the complaint and the education of the organisation without compromising the rights to confidentiality of both the complainant and the service about which the complaint was made.

Comments, Compliment or Complaint Pathway



4.0 Making a Complaint

- 4.1. A compliment, comment or complaint can be made in a number of ways:
 - In person
 - By telephone
 - By letter
 - By e-mail
 - Other
- 4.2. A compliment, comment and/or complaint can be made to any employee and can be dealt with in the first instance by the employee or the PIC of the designated centre. The PIC will inform their Line Manager and try to resolve the issue locally.
- 4.3. If a complaint is being made about a particular person and the person's name is given, the complaint must be in writing, giving details such as dates and locations, as accurately as possible, so that the Complaints Officer can check the facts of the complaint. A complaint should be made within 12 months of the date of the event concerned, or within 12 months of becoming aware of the event.
- 4.4. If a person wishes to make a compliment about the service themselves, or on behalf of a person supported, then this can be captured in the accompanying form and log (appendix 1 and 2).
- 4.5. If a person does not wish to formalise their complaint or have it investigated, then their concern can be captured as a comment on the accompanying form and log (appendix 1 and 2)
- 4.6. In the event that one employee has a grievance about another employee, this does not constitute a complaint and will be dealt with under another policy i.e. grievance policy, dignity in the workplace policy.

5.0 Acknowledgement of a Complaint

- 5.1. When a complaint has been received, SPC will endeavour to deal with the complaint effectively and efficiently.
- 5.2. Complaints being dealt with formally will be acknowledged within 5 working days and will outline to the complainant the steps been taken in investigating the complaint and the time limits for the completion of the investigation.
- 5.3. For informal management of complaints, see Informal Resolution as per SPC Complaints Pathway.

6.0 Timeframe involved once a complaint is received by the Complaints Officer in SPC

- 6.1. Complaints received by an employee may be resolved at that point. Complaints at all levels received by the service should be notified to the Complaints Officer.
- 6.2. Where it is determined a complaint does not meet the criteria as outlined in 1.1, the Complaints Officer will inform the complainant in writing, within 5 working days of making the decision, that the complaint will not be processed and the reason for it.
- 6.3. Where the complaint will be investigated, the Complaints Officer must endeavour to have the investigation concluded within 30 working days of it being acknowledged.
- 6.4. Where the complaint may not be managed within 30 working days, the Complaints Officer must communicate this to the complainant and the reasons for so doing.
- 6.5. The Complaints Officer must keep the complainant updated as to the progress of the complaint.

7.0 Time limits for making a Complaint.

- 7.1. The Complaints Officer in SPC must determine if the complaint meets the time frames as set out in Section 47 Health Act, 2004 which requires that:
 - A complaint must be made within 12 months of the date of the action giving rise to the complaint or within 12 months of the complainant becoming aware of the action giving rise to the complaint.
 - The Complaints Officer may extend the time limit if they are of the opinion that special circumstances make it appropriate to do so.

8.0 Advocacy

- 8.1. A member employee or a trusted person may be an advocate for a person. A key worker and or/ Advocacy services may be offered to support that person if they find it difficult to make a complaint themselves.
- 8.2. People supported have a right to appoint an advocate to assist them in making their complaint and to support them in any subsequent processes in the management of that complaint.

9.0 Stages of Managing a Complaint

9.1. There are 4 possible stages to the SPC complaints process as follows:

- Local/Informal Resolution
- Formal Resolution
- SPC Internal Review by the Chairperson of the Board of Management
- Independent Review by Ombudsman

10.0 Complaints Process and Procedure

10.1. Local/Informal Resolution of a complaint at the point of contact

- 10.1.1. On receipt of a complaint, the employee will record all complaints on the complaint log, respond to it promptly while making every effort to resolve the complaint locally and effectively. All complaints are reported to the PIC or designate, who will seek to resolve the issue. The PIC will also report to their Line Manager and the Complaints Officer.
- 10.1.2. Each Designated Centre may have an identified employee who will manage complaints for that centre.
- 10.1.3. Resolution is reached when the complaint has been resolved to the satisfaction of the complainant. All complaints will be recorded on the complaints log and on the complaints form. If resolution is not reached the complaint will be forwarded to the Complaints Officer and the Line Manager.
- 10.1.4. The Complaints Officer will be updated on the progress of the management of the complaint at all stages.
- 10.1.5. The Complaints Officer will carry out an audit on complaints on a monthly basis.

10.2. Formal Resolution

- 10.2.1. On the receipt of a complaint that warrants a formal investigation the Complaints Officer will manage the resolution of the complaint.
- 10.2.2. If the complaint has been a verbal complaint, the Complaints Officer will ask the complainant to submit this in writing.
- 10.2.3. The Complaints Officer will formally acknowledge the complaint in writing within 5 working days of the complaint being received.

- 10.2.4. The Complaints Officer will endeavour to complete the investigation within 30 working days of acknowledgement of the complaint.
- 10.2.5. In the event the investigation takes longer to complete, the Complaints Officer will update the complainant every 20 days until the resolution stage.

10.3. The investigation may involve:

- 10.3.1. Interview/s with the complainant.
- 10.3.2. Interview/s with other relevant parties.
- 10.3.3. Documentation of all interviews and other communications, including the Complaints Form.
- 10.3.4. All parties interviewed will be given the opportunity to have an advocate or colleague present at any meeting.
- 10.3.5. A report will be completed by the Complaints Officer outlining the findings of the investigation and the recommendations for resolution, which may include mediation.
- 10.3.6. The report will not include a finding adverse to a person, without first having afforded the person concerned the opportunity to consider the findings or criticism and to make representation in relation to it.
- 10.3.7. The final report, including the implementation plan for the resolution of the complaint, is circulated to the complainant, CEO, the Director of Services, and the parties against whom the complaint was made.
- 10.3.8. Where the complainant is dissatisfied with the outcome of the investigation, he/she may request an internal review of the recommendations.
- 10.3.9. The complainant will be offered every assistance in making an application for a review.
- 10.3.10. In the event that the complainant is satisfied with the outcome of the complaint this will be recorded on the complaints log.
- 10.3.11. On completion of the investigation into the complaint, the manager must write to the person who made the complaint explaining how the investigation was carried out and the appropriate action that has been taken. A copy of the letter should be retained on the Complaints File. Where a person we support has made a complaint or a complaint has been made on their behalf a copy of the complaint will be sent to the person's file.

11.0 Learning from Complaints

- 11.1. The PIC should ensure that all resolved and unresolved comments, suggestions and complaints are discussed with the Complaints Officer, who will carry out a monthly audit on complaints. The review of complaints should also look to identify any general learning that may contribute to improving the quality of

the service provided. In relation to current complaints, PICs should also meet regularly, at least monthly, with their staff teams to discuss issues relating to complaints, such as any lessons learned, strategies than may be put in place to prevent a reoccurrence and or any improvements to be made.

- 11.2. Complaints are notified to the CEO for accounting at Board meetings and Service Level Agreement meetings with the HSE Complaints are also submitted to the Director of Services for SMT and SET meetings.

12.0 Appeals Procedure

- 12.1. The complainant may appeal and seek a review of the outcome of the investigation by the Chairperson of the Board of Management of SPC. All requests for an appeal should be in writing, outlining your grounds for the appeal and addressed to:

- Chairperson
- Board of Management SPC
- Danville

- 12.2. The Chairperson or a person designated by the Chairperson will conduct a review of the complaint and forward their findings to the appellant within 8 weeks from date of receipt of appeal.

13.0 Independent Review

- 13.1. If the complainant is not satisfied with the outcome of the appeal to the Chairperson of Board of Management of SPC he/she may seek to have the complaint process reviewed by the Ombudsman.

Office of the Ombudsman
18 Lr Leeson Street
Dublin 2
Lo-call: 1890223030
01-6395600

14.0 Comments

- 14.1. Where a complaint does not wish to make a formal complaint, their comments can be recorded on the Complaints, Compliments and Comments form.

15.0 Compliments

- 15.1. Any compliments received by an employee in relation to the service provided by SPC should be recorded on the Complaints, Compliments and Comments form.

16.0 Third Party Complaints

If a person supported has any complaint in relation to a service received by a third part, then they can refer it to the Complaints Officer who will lodge the complaint on their behalf.

17.0 Resources

- 'Your Service, Your say' (2009) HSE Complaints Policy
- www.hse.ie/eng/services/yourhealthservice/Documentation
- National Standards for Residential Services for Children and Adults with Disabilities
- Section 47 of the Health Act, 2004 & SI 367 of 2013
- www.hiqa.ie/system/files/Disability-Care-and-Support-Regulations-2013.pdf
- Office of the Ombudsman; www.ombudsman@ombudsman.ie
- Consumer affairs HSE
- www.hse.ie/eng/services/yourhealthservice/contact/MidLeinster/
- Schedule 5 St Patrick's Centre (Kilkenny) policies

Compliment, Comments or Complaint Form

If you wish to make a compliment, comment, or complaint then please complete this form.



For the purposes of investigation of my complaint, I grant permission to SPC to access my personal confidential information. This may be necessary to fully investigate my complaint.	Yes	No

Person submitting a compliment, comment, or complaint	
Address	
Telephone Number	
Date	
Name of Person Supported if relevant	

Please Tick	
Compliment	
Comment	
Complaint	

Type of Complaint	<i>Please tick one if applicable</i>		
Treatment/Service		Communication	
Staff attitude/Manner		Facilities,	
Vexatious Complaints		Other	
External/Third Party			

For Internal Use Only	
Reference Number	

Name of individual or service about which you want to make a compliment, comment or complaint
Date of experience giving rise to the compliment, comment or complaint
Please give full details of your compliment, comment or complaint in the space provided below
If you require more space you can attach additional sheets

For Internal use only	
Person submitting compliment, comment, or complaint	
Name of person reporting?	
Name of person receiving?	
Type of complaint? <i>(if applicable (see page 1))</i>	
Date	

Immediate action taken
Strategies in place to prevent recurrence

Outcome								Referred to Complaints Officer						
								Date Referred						
Resolved by PIC	Yes		No		Resolved by CSM	Yes		No		Resolved by CO	Yes		No	
Date resolved					Date resolved					Date resolved				
Brief Explanation														

Complainant satisfied with outcome?	Yes		No	
<i>If unsatisfied please give details</i>				

SPC Compliments, Comments and Complaints Register



Reference Number	Date	What is it?		In relation to?	Resolved by:					
					PIC		CSM		Complaints Officer?	
		Comment		Person Supported	Yes		Yes		Yes	
		Compliment		Designated Centre	No		No		No	
		Complaint		SPC	Date:		Date:		Date:	

Reference Number	Date	What is it?		In relation to?	Resolved by:					
					PIC		CSM		Complaints Officer?	
		Comment		Person Supported	Yes		Yes		Yes	
		Compliment		Designated Centre	No		No		No	
		Complaint		SPC	Date:		Date:		Date:	

Reference Number	Date	What is it?		In relation to?	Resolved by:					
					PIC		CSM		Complaints Officer?	
		Comment		Person Supported	Yes		Yes		Yes	
		Compliment		Designated Centre	No		No		No	
		Complaint		SPC	Date:		Date:		Date:	

Reference Number	Date	What is it?		In relation to?	Resolved by:					
					PIC		CSM		Complaints Officer?	
		Comment		Person Supported	Yes		Yes		Yes	
		Compliment		Designated Centre	No		No		No	
		Complaint		SPC	Date:		Date:		Date:	

Reference Number	Date	What is it?		In relation to?	Resolved by:					
					PIC		CSM		Complaints Officer?	
		Comment		Person Supported	Yes		Yes		Yes	
		Compliment		Designated Centre	No		No		No	
		Complaint		SPC	Date:		Date:		Date:	

Reference Number	Date	What is it?		In relation to?	Resolved by:					
					PIC		CSM		Complaints Officer?	
		Comment		Person Supported	Yes		Yes		Yes	
		Compliment		Designated Centre	No		No		No	
		Complaint		SPC	Date:		Date:		Date:	

