



THE ALZHEIMER
SOCIETY *of* IRELAND



Compliments, Comments and Complaints Guide

Q What happens when I make a complaint?

A All complaints are treated confidentially and we will only involve the people who are directly involved in your complaint.

Initially we will aim to resolve the complaint in an informal way.

We will only move to a more formal approach if we cannot solve your concerns informally or if it is inappropriate to do so.

When a complaint is treated formally it will be investigated by a Complaints Officer who will strive to conclude their report within 30 days of receipt.

You will receive full details of this process from the Complaints Officer when they acknowledge receipt of your complaint.

Q What can I expect to happen if my complaint is upheld?

A The outcome of any complaints upheld (formal or informal), will be recorded

and include: actions to be taken, specific timeframes and agreed dates for further reporting.

The Service Manager/Coordinator will be responsible for ensuring that the agreed actions are carried out.

Anonymised information from compliments, comments and complaints are used to improve services on a general level.

Q What if I still do not feel that my complaint has been addressed?

A If after the Complaints Officers investigation you still do not feel your complaint has been addressed you can ask the HSE National Advocacy Unit to review your complaint, (see contact details at the end of this document).

If you are not satisfied with our complaints process at any time you can make a complaint to the Ombudsman set up by the government to investigate complaints, (see contact details at the end of this document).



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Q What is this guide for?

A This is a guide about how our clients/service users, their carers, family or advocates can make compliments, comments and complaints about our services.

This guide sets out ASI's policy to welcome compliments, comments and complaints to help continuously improve our services.

Our full policy is available in our services or on request.

Q What are compliments?

A Compliments are a written appreciation.

Q What are comments?

A Comments are a written observation or suggestion.

Q What are complaints?

A Complaints are where it is claimed that an action of ASI does not accord with fair and sound administrative practice and adversely affects or affected that person.

An informal complaint is a complaint made verbally.

A formal complaint is a complaint made in writing, or an informal complaint that cannot be resolved at the point of contract, or is deemed sufficiently serious in nature to be treated formally.

Q What if my complaint is about an allegation of abuse?

A If your complaint involves an allegation of abuse, it will be dealt with according to our vulnerable adult protection policy. You can request this from the Service Manager/ Co-ordinator of your service. If you have a concern about potential abuse which you feel you cannot raise with ASI, you should contact the local HSE senior case worker whose contact details are at the end of this document.

Q Who can make a compliment or comment?

A Our clients/service users, their carers, family or advocates can make compliments and comments.

Q How do I make a compliment or comment?

A Compliments or comments may be made by completing the attached form and posting/handing in to your ASI service.

Q Who can make a complaint?

A Any of our clients/service users can make a complaint.

We will accept complaints made by someone on behalf of a client/service user if that person does not have the capacity to complain by themselves.

Q Can I get help to make a complaint?

A Clients/service users can represent themselves or be represented by whoever they choose.

If you wish to make a complaint, but feel that you need support we will try to arrange the support of an independent advocate. (See also contact details at the end of this document.)

Q How do I make a complaint?

A Complaints can be made by using the attached form, by phone, in person, or by writing via letter, email or fax.

If you feel able, you may speak with the person on duty and let them know what your complaint is about.

If you do not wish to do this or you are not happy with the response from them, you should contact the Manager/Co-ordinator of the service. (Whose contact information is either displayed in your service or in your homecare pack.)

If you do not wish to do this, or you are not happy with the response from the Manager/Co-ordinator, you should contact the Operations Manager/Complaints Officer. (See contact details at the end of this document.)

If your complaint involves the Operations Manager, then you should contact the Head of Operations (see contact details at the end of this document.)

Feedback Form



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ASI region:	Cost Centre no:
Service name:	Department:

Service type: Day care Home care Respite
 Other (please specify)

Date of event: DD / MM / YYYY Date completed: DD / MM / YYYY

Type of feedback: Comment Complaint Compliment

You are a: Service user/Client Service user's family Service user's carer
 Service user's friend Service user's advocate

Your name:

Contact details: Address:

.....

County:

Phone:

Signature:

Service user (on behalf of if applicable):

About: Treatment/Service delivery Communication Staff attitude
 Accommodation/Food Facilities/Buildings Infection control

Brief description:

.....

.....

.....

Time (if known):

People present:

Contact Details

ASI contacts

**ASI Complaints Officer/
Operations Manager East,**
Unit 5a, Building 125,
Omni Park Shopping Centre,
Santry,
Dublin 9.
Tel: 01-862 5706

**ASI Complaints Officer/
Operations Manager North West**
Bungalow 1,
Kilcornan,
Clarinbridge,
Co. Galway.
Tel: 091-485 457

**ASI Complaints Officer/
Operations Manager South,**
Bessboro Day Care Centre,
Bessboro,
Blackrock,
Co. Cork.
Tel: 021-497 2504

**ASI National Complaints Officer/
Head of Operations,**
The Alzheimer Society of Ireland,
Temple Road,
Blackrock,
Co. Dublin.
Tel: 01-207 3800

Online health complaints resource

www.healthcomplaints.ie

HSE General Managers and Senior Case Workers

Web: [http://www.hse.ie/eng/services/
Find_a_Service/Older_People_
Services/Elder_Abuse/](http://www.hse.ie/eng/services/Find_a_Service/Older_People_Services/Elder_Abuse/)

HSE information line

Call: 1850-241 850
Monday – Saturday 8am-8pm

Email: info@hse.ie

Website: www.hse.ie

HSE National Advocacy Unit

Director of Advocacy,
Request for reviews,
HSE, Oak House,
Millennium Park,
Naas,
Co. Kildare.w

Tel: 045-880 400

Email: yoursay@hse.ie

Patient Focus

Tel: 01-885 1611
01-885 1617
01-885 1633
01-885 1658

Email: support@patientfocus.ie

Irish Patients Association

Tel: 01-272 2555

Ombudsman

18 Lr. Leeson Street,
Dublin 2.

Tel: 01-639 5600

Lo-call: 1890-223 030

Fax: 01-639 5674

Email: ombudsman@ombudsman.gov.ie