

Information for Residents, Relatives and Visitors who have an Issue, a Concern or Complaint.

Your comments, compliments and complaints are welcomed and valued. They allow us to continually improve our services.

1. If you have a complaint please speak to any member of staff. You can be assured that the member of staff will listen to your complaint and try to resolve the issue that you have immediately.
2. You should not in any way feel threatened by having to make a complaint. We won't know your complaint unless you tell us.
3. If you do not feel that your complaint was resolved, or the staff member does not feel that they can resolve your complaint, you should speak to the nurse in charge at the time of the complaint
4. If you are not contented with the response that you receive, you will be asked, or can contact yourself the Complaints Officer Michael McCaul.
5. The telephone number of the Complaints Officer is Director of Nursing is 00 353 41 9893203. Michael McCaul will appoint a person to support you with your complaint.
6. Whoever you ask to look into your complaint, will do their utmost to sort out the problem as quickly as possible. Sometimes they will need to involve other people to establish what has happened and decide what action to take. They will be careful to ensure that any information about you is kept confidential.
7. If you would prefer to talk to someone not directly involved in care, you can telephone The Independent Complaints Officer Ms. Eimear Hickey, c/o St Oliver's Community Nursing Unit, Dublin Road, Dundalk. Telephone; 00353 87876111280
8. The Complaints Officer will further investigate the complaint for you or YOU may refer the Complaint to THE Complaints Review Officer. Emma Gonoud is the Complaints Review Officer for The Village Residence.
9. You have the right under the Patients Charter to have a full and prompt written reply within 21 days of a written complaint being received. Where this cannot be the case, you will be kept informed of progress and reason for delay.

Where on appeal the complaint is not supported, you will be informed of the details of the Ombudsman, who is completely independent of the Health Services Executive and Drogheda Services for Older People

Office of the Ombudsman

Address: 18 Lower Leeson Street, Dublin 2, D02 HE97.

Phone: +353-1-639 5600

Lo-call: 1890 223030

Fax: +353-1-639 5674

Email: ombudsman@ombudsman.ie