

**Making a Complaint. A Guide to Residents, Visitors and Relatives**  
**If you have a complaint about any aspect of Care in the Village Residence, please speak with a staff member. The following is an aid to help you.**

**Inform a Staff Member or Nurse on the Unit**



**If the Complaint Remains unresolved or you are not happy with how it was resolved**



**Ask to speak with the Clinical Nurse Manager Sujitha Sukumaran or Simy Kurian Senior Nurse in Charge**



**If you feel that your complaint remains unresolved, ask to speak with Michael McCaul Person in Charge or Assistant Director of Nursing: Jolly Varghese or Leena Varghese**



**If you remain unhappy with the response you receive to your complaint, we will provide you with an information leaflet informing you of the next steps you can take to have your complaint fully resolved A leaflet “Your Service Your Say” is available on all wards, Units and please feel free to read these and see the steps you can follow.**



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Social Services Inspectorate Unit 1301  
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