



Timeframes

Service User / Complainant Timeframes

To make a complaint	12 months
If Complainant does not wish patient confidential information to be accessed	5 working days from date of Acknowledgement Letter
Withdraw complaint	At any stage
Request a review of a complaint	30 working days
Refer complaint to Ombudsman	At any stage

All staff

Respond to request for information	10 working days
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All staff at Point of Contact

Point of Contact Resolution	Immediately / < 48 hours* – where possible
Point of Contact Resolution – Line Manager	< 48 hours* – where possible

Complaints Officer Timeframes

Notify Complainant of decision to extend/not extend 12 months timeframe	5 working days
Complaints Officer (& QPS/Clinical Director) Resolution	< 48 hours* – if appropriate
Notification Letter to QPS/Clinical Director	On receipt of complaint – if appropriate
If complaint does not meet criteria for investigation – inform Complainant	5 working days
Acknowledgment Letter	5 working days from receipt of complaint in HSE
Seeking further information	10 working days
Update Complainant and relevant staff	Every 20 working days after initial 30 day due date
Investigate and conclude (Report)	30 working days from date of Acknowledgement Letter
Conclude at latest	6 months

Review Officer Timeframes

Notify Complainant of decision to extend/not extend 30 days timeframe	5 working days
Review Officer should make contact with Complainant & explain process	< 48 hours* – if appropriate
Acknowledgement Letter	5 working days from receipt of review request in HSE
If complaint does not meet criteria for review – inform Complainant	5 working days
Seeking further information	10 working days
Update Complainant and relevant staff	Every 20 working days after initial 20 day due date
Investigate and conclude (Report)	20 working days from date of Acknowledgement Letter

Head of Service / Accountable Officer Timeframes

Complaint – Recommendation(s) Action Letter	30 working days
Review – Recommendations(s) Action Letter	30 working days

* 2 working days