



Complaints and Feedback

Leenamma Varghese



Explaining

‘Your Service, Your Say’

the HSE Complaints Process

**Enabling
Feedback**

**Listening and
Responding
to Feedback**

**Supporting
Service Users**

**Supporting
Staff**

**Learning,
Improvement &
Accountability**

BE AWARE



S.I. No. 628 of 2022 - HEALTH ACT 2007 (CARE AND WELFARE OF
RESIDENTS IN DESIGNATED CENTRES FOR OLDER PEOPLE)
(AMENDMENT) REGULATIONS 2022

Health Act 2007

Advocacy



- A registered provider shall ensure that a resident has access to independent advocacy services, including access to in-person awareness campaigns by independent advocacy services and access to meet and receive support from independent advocacy services. These services should be made available to residents in the designated centres and in private, as required.” **This includes helping residents to make a complaint**

Health Act 2007



Complaints Procedures

(1) The registered provider shall provide an accessible and effective procedure for dealing with complaints, which includes a review process, and shall— 4 [628]

- (a) make each resident aware of the complaints procedure as soon as is practicable after the admission of the resident to the designated centre concerned, and
- (b) display a copy of the complaints procedure in a prominent position in the designated centre, and where the provider has a website, on that website

Health Act 2007

Complaints Procedures..

(2) The registered provider shall ensure that the complaints procedure provides for the following.

- (a) the nomination of a complaints officer to investigate complaints.
- (b) that complaints are investigated and concluded, as soon as possible and in any case no later than 30 working days after the receipt of the complaint.
- (c) the provision of a written response informing the complainant whether or not their complaint has been upheld, the reasons for that decision, any improvements recommended and details of the review process.
- (d) the nomination of a review officer to review, at the request of a complainant, the decision referred to at paragraph (c); (e) that a review is conducted and concluded, as soon as possible and no later than 20 working days after the receipt of the request for review.

Health Act 2007

Complaints Procedures..

- (e) that a review is conducted and concluded, as soon as possible and no later than 20 working days after the receipt of the request for review;
- (f) the provision of a written response informing the complainant of the outcome of the review;
- (g) the provision of a written response informing the complainant when the complainant will receive a written response in accordance with paragraph (b) or (e), as appropriate, in the event that the timelines set out in those paragraphs cannot be complied with and the reason for any delay in complying with the applicable timeline; and
- (h) that the persons nominated under paragraph (a) and (d) should not be involved in the subject matter of the complaint, and as far as is practicable, shall not be involved in the direct care of the resident.

Complaints..

- A record of all complaints made by residents or representatives or relatives of residents or by persons working at the designated centre about the operation of the designated centre, and the action taken by the registered provider in respect of any such complaint. 6 [628] “A record of all complaints by a complainant, including any reviews thereof, or complaints by persons working in a designated centre about the operation of the designated centre, and the action taken by the registered provider in respect of any such complaint.” 10. Schedule 5 to the Principal Regulations is amended by substituting for the matter set out at reference No. 20 the following: “20. The handling, investigation and review of complaints about any aspects of service, care and treatment provided in, or on behalf of a designated centre.”



Comments, compliments and complaints

- Anyone can share their experience of using HSE services in a number of ways.
- Anyone can give feedback on what worked, could improve or did not work

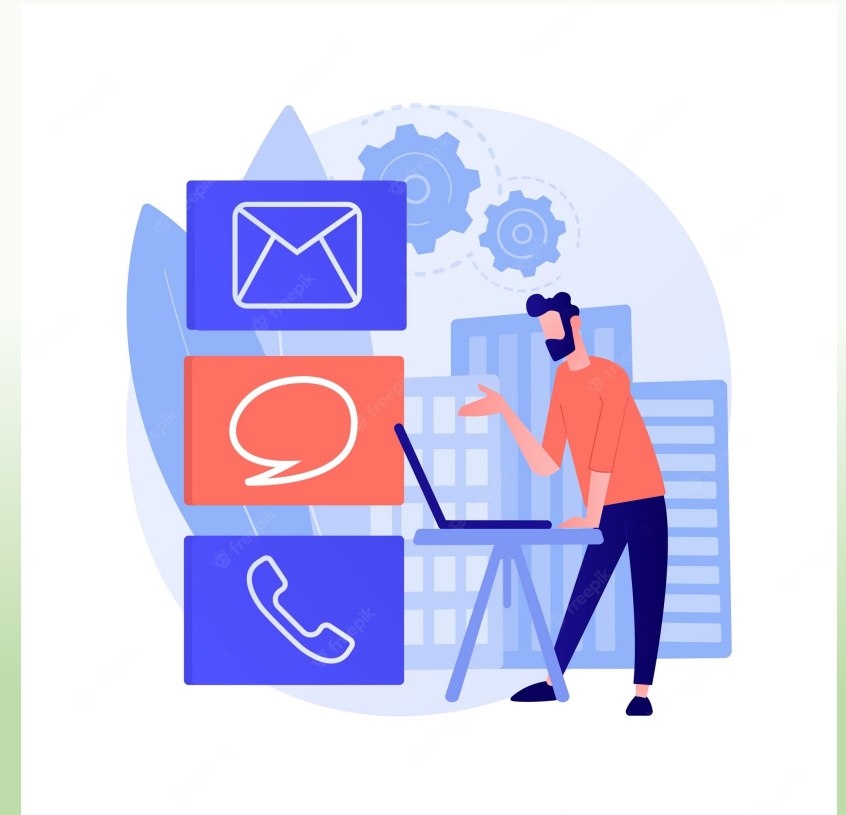
Why Feedback and Complaints are good for an organisation

- An effective feedback process gives organisations the data that they need to create real, lasting improvement.
- Team morale, product quality and an organization's reputation may all improve as a result.
- A good process helps organizations act on the feedback that they receive.



Within the HSE, a person may give feedback

- **In person.**
 - The person may tell you. You will try to help you straight away.
 - A person may fill out a form online
- **By email.**
 - Email at yoursay@hse.ie.
- **By phone.**
 - Phone HSE Your Service Your Say on [1890 424 555](tel:1890424555), Monday to Friday 9am to 5pm.



Feedback...

- **In writing**

- Anyone can send a letter or completed feedback form to the HSE service they want to give feedback on. For example a hospital, or Community Nursing Unit.
- To send their letter or form:
- May use the feedback box at one of the HSE locations
- Give it to a member of staff
- Ask a staff member for the right postal address for that service
- Post it to HSE Your Service Your Say

Your Service Your Say Postal Address



- **HSE Your Service Your Say,**
Oak House,
Limetree Avenue,
Millennium Park,
Naas,
Co. Kildare,
W91 KDCT

Making a Complaint



- A person may have had a poor experience and told a member of staff or the person providing care, for example by phone or in person.
- If the staff member cannot help within 48 hours they will ask the person if they want to have their complaint looked at by a complaints officer.
- They can send the person's complaint to the complaint's officer for them.

Who is Your Complaint's Officer



What could be included in a complaint

- A complaint will probably include:
 - what happened and when?
 - who was involved?
 - where it happened?
 - what the person's concerns are?
 - What the complainant did to resolve this matter?
 - what the person wants to happen now?
 - They maybe very angry, so manage this too!



Comments, Compliments, Concerns, Issues

- A person may have a concern or issue about care delivery or a concern about why a particular medicine was ceased.
- Manage in the same way as you would if it was a complaint
- Comments and compliments
- A comment could be a suggestion to improve the service.
- It can also be an observation that a person made or something that staff could learn from.
- Anyone can also give a compliment. For example, what a service or staff did well.
- Included in a compliment will details of:
 - What happened and when?
 - Who was involved?
 - where it took place?
- It is vital that comments AND Compliments are fed back to staff on a regular basis.
- Always treat a note or a card or even a box of sweets as being a compliment.

HSE Complaints Process

- Staff should only attempt to manage complaints received at the point of contact if due care has been taken to establish that **all issues** can be addressed appropriately at the point of contact.
- Where staff have resolved all issues of a complaint at Point of Contact then a Point of Contact Complaint Resolution Form should be completed and forwarded to their Line Manager.



Complaints that cannot be resolved at

Stage One: Point of Contact

- There are a variety of reasons why a complaint should not be managed at Stage 1 of the process. The key reasons include:
- The complaint involves too many issues to resolve at the point of contact.
- The complaint was a result of harm/incident or a near miss and requires further investigation to identify and eliminate the root causes.
- The complaint was as a result of deviations from quality standards that require further investigating to identify the reasons for the deviation and if there are any system improvements required.
- The complaint involves multi-disciplines and multi-locations and involvement of all parties is required to effectively and fairly investigate the complaint.

Stage 1

HSE Point of Contact Resolution

**Complaint
Received
(Verbal).**

**Resolved at point of
Contact.**

No

**Escalate to Line
Manager.**

Yes

Record Locally:

- Details of Complaint.
- Solution/action taken.
- Learning (if any).

**Resolve
<48 hours (Two
Working Days).**

Yes

No

**Complete Point of Contact
Complaint Escalation Form
with Service User and
escalate to Complaints
Officer.**

Stage One...

- **Timeframes for the Management of a Stage One: Point of Contact complaint (verbal or written informal)**
- Every effort should be made to resolve a Point of Contact complaint immediately. Where these Point of Contact complaints cannot or should not be resolved at the first point of contact they should be referred to the Line Manager.
- The Line Manager will endeavour to resolve the Point of Contact complaint within **< 48 hours (two working days)**. If this is not possible the complaint (Point of Contact) must be escalated to the relevant Complaints Officer.
- At any stage, the Complainant has the right to request that their complaint be escalated to Stage 2 of the process.

(Point of Contact Comments, Compliments and Complaints) to the National Complaints Management System (available 2018) every effort should be made to capture this data locally.

Compliments, Comments and Suggestions

Location details	Comments & Compliments		Compliment Domains		
Month	(xii) Comments/ Suggestions	(xiii) Positive Feedback/Compliments	CLINICAL: compliments relating to quality and safety of clinical and nursing care provided by healthcare staff	MANAGEMENT: compliments relating to the environment and organisation within which healthcare is provided	RELATIONSHIP: compliments relating to the behaviour of any specific member of staff towards the patient or their family/friends
January	1	10	2	0	2
February	0	0	0	0	0
March	0	0	0	0	0
April	0	0	0	0	0
May	0	0	0	0	0
June	0	0	0	0	0
July	0	0	0	0	0
August	0	0	0	0	0
September	0	0	0	0	0
October	0	0	0	0	0
November	0	0	0	0	0
December	0	0	0	0	0
Total	0	0	0	0	0
Jan - June	0	0	0	0	0
July - December	0	0	0	0	0

Stage Two

Formal – HSE Formal Investigation Process

- If the complaint cannot be resolved informally through the informal means, the matters are addressed through the formal investigative process.
- The Complaints Officer is responsible for carrying out the formal investigation of the complaint at Stage 2 and may draw on appropriate expertise, skills, etc., as required.

(i) Acknowledge the Formal Complaint

The acknowledgement letter must be sent to the Complainant within 5 working days of receipt of the complaint.

When acknowledging a formal complaint:

- Acknowledge the receipt of the complaint, acknowledging the date it was written and informing the Complainant of the date it was received.
- There is a 'No Wrong Door' approach for feedback within the HSE. Therefore, the date a formal complaint is received in the HSE marks the commencement of the legislative timeframes, e.g. the complaint must be acknowledged within 5 working days of receipt.
- The standard Acknowledgement Template Letter in the **Letter Pack** must be used and personalised as appropriate.

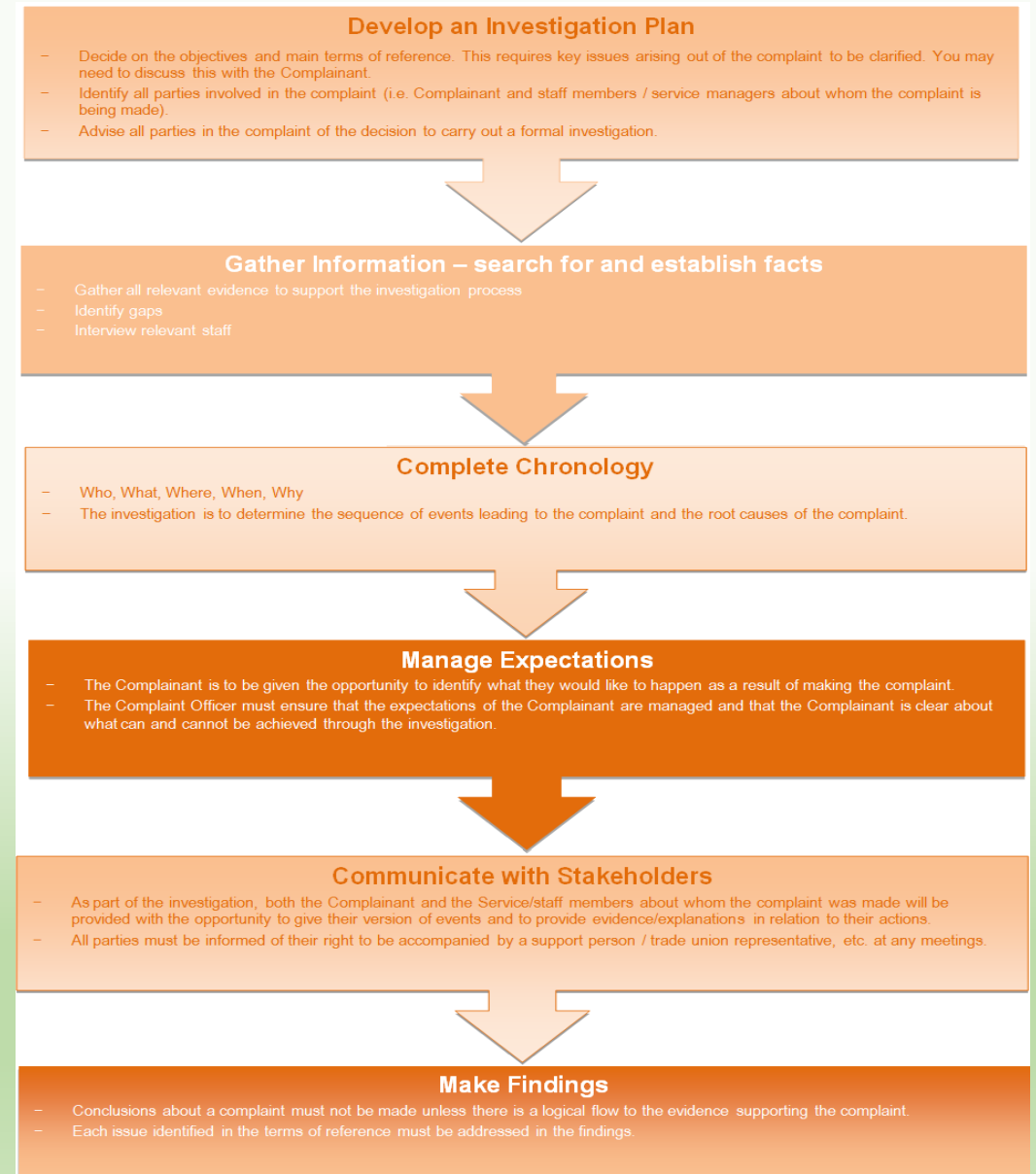
Letters personally signed by staff are received better than letters electronically signed or signed by support staff on behalf of somebody.

Remember: Include work contact details in all communication.

(ii) Investigate the Complaint

- The Complaint Officer will initiate the investigation of the complaint once all steps have been taken to remove or treat any immediate harm caused by the action about which the complaint is being made.
- The investigation will be carried out by the Complaint Officer who will liaise with all relevant parties as required
- A Complaint Officer may request any documents and communicate with any persons he or she believes can assist with the investigation of the complaint
- The Complaint Officer may also request further information about the complaint from the Complainant to enable a full and proper investigation of the complaint
- In addition, a Complainant may make written representations in support of his/her complaint and such representations will be considered by the Complaint Officer.

Formal Investigation



Investigation Report

(iii) Develop recommendations

The Complaints Officer will decide on any recommendations to be made as a result of the findings of the investigation.

(iv) Prepare Report

Post investigation of the complaint the Complaints Officer will prepare a signed and dated report

Implementation and Recording

(v) Implementation of Recommendations made by Complaints Officers

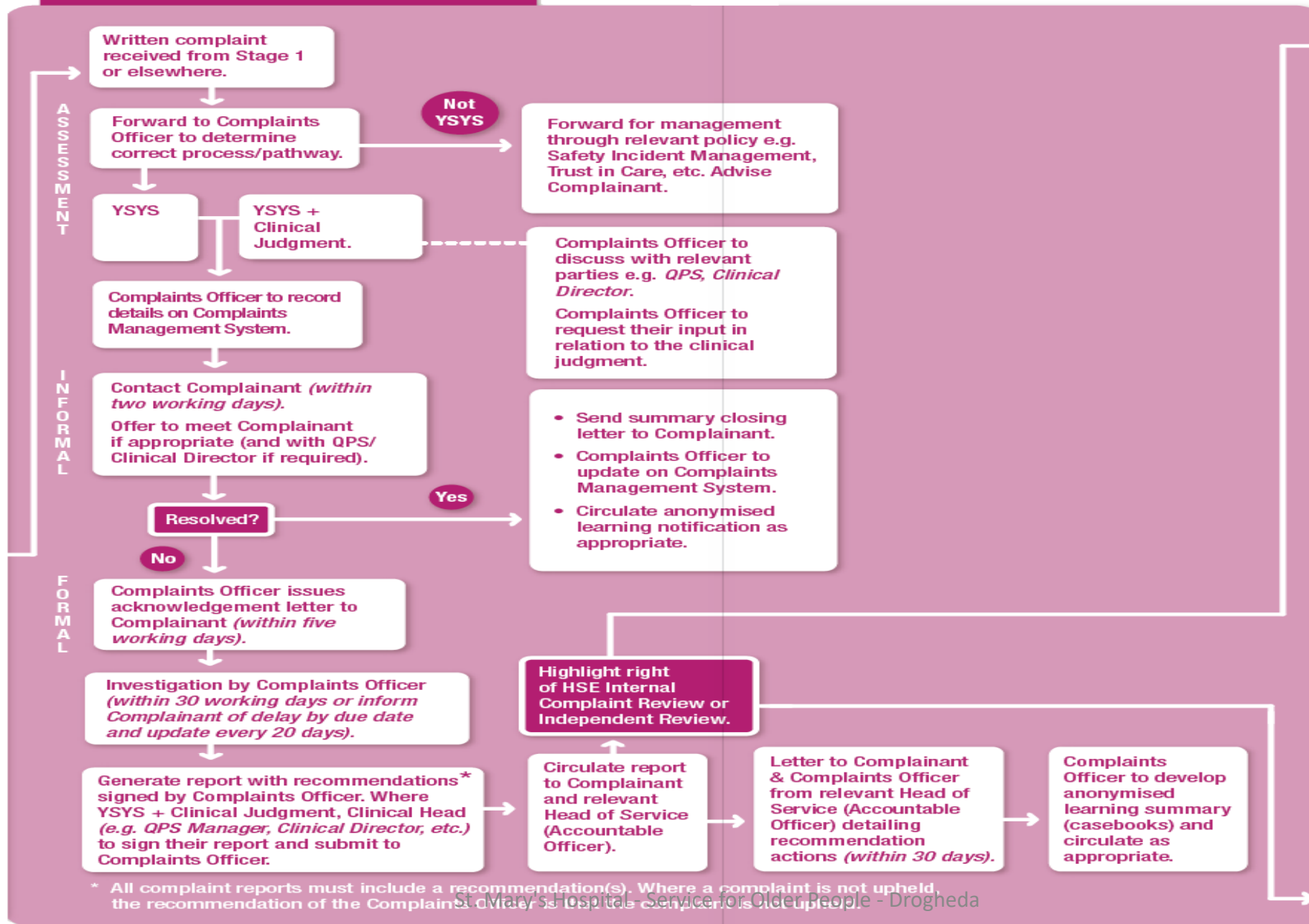
(vi) Recording Formal Complaints

At every stage of the process the **Complaints Management System (CMS)** must be updated, to include:

- *Details of Complainant*
- *Summary of complaint*
- *Details of acknowledgement*
- *Delay letters sent*
- *Terms of Reference (Individual issues)*
- *Complaint categories*
- *Final complaint report*
- *Recommendations*

Complaints Process flowchart- Stage 2

Stage 2 HSE Formal Investigation Process

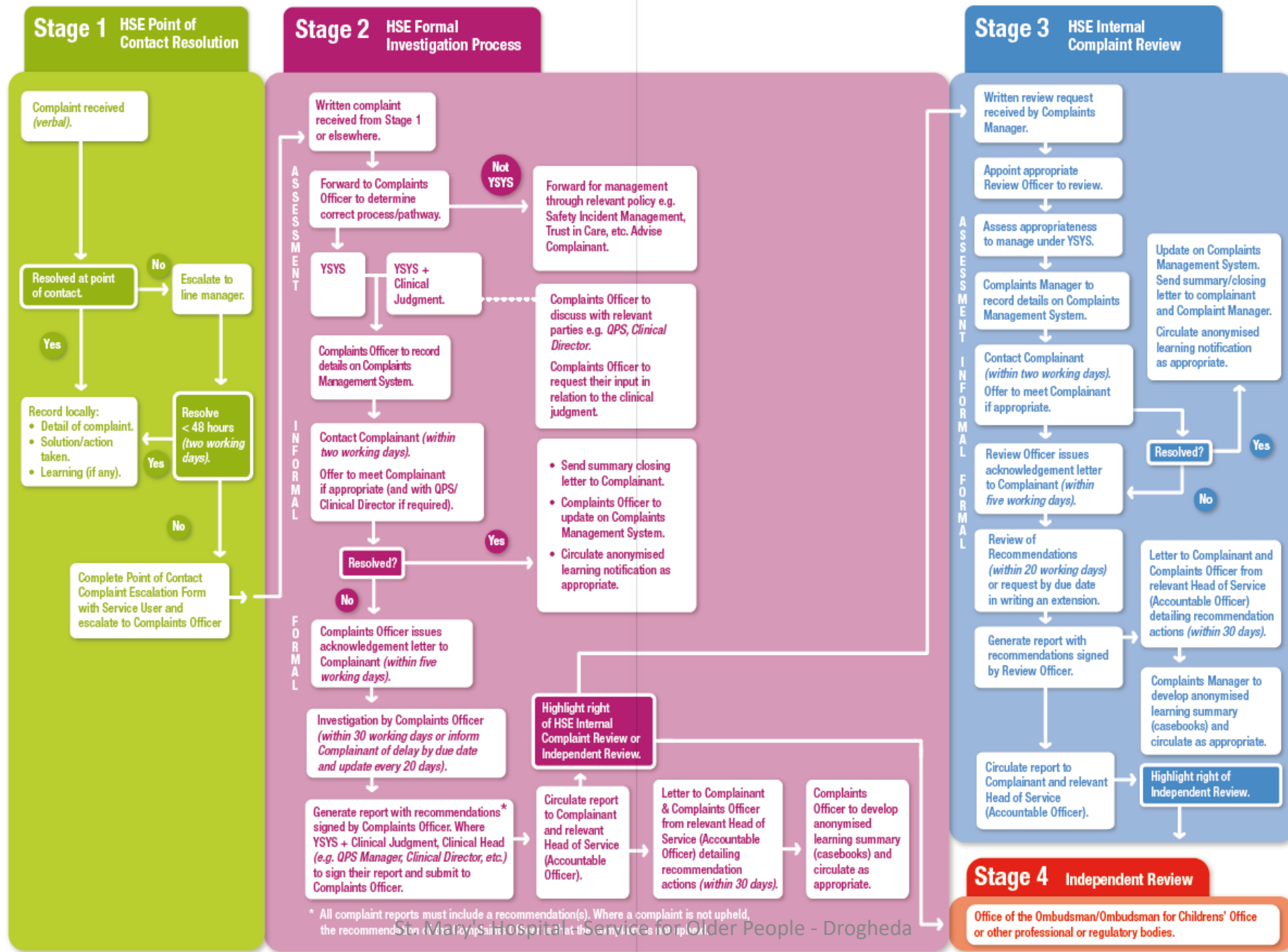


Stage Three

Formal - HSE Internal Review Process

- Acknowledge the Formal Review.
- Conduct the Review Investigation.
- Investigate the Complaint.
- Develop recommendations.
- Write Review Report.
- Implementation of Recommendations
- made by Review Officers.

Complaints Process flowchart- Summary





Thank you