

# **Management of Compliments & Complaints**



# Aim



To explain the Importance of the delivery of high quality and safe care in our Healthcare Facility



To facilitate all staff gaining knowledge on complaints and Compliments management.



# High Quality and safe care

Quality: 'Doing the right thing at the right time for the right person and having the best possible result.'  
(Agency for Healthcare research and Quality)

Safety: The prevention of errors and adverse effect to patients associated with health care. (WHO).



Why is safety and Quality Important?

Quality and safe care is the primary aim of Clinical Governance.

## Quadruple Aim



Courtesy: Cooper university health care



# Compliments:

- A form of positive feedback
- Verbal/cards/Chocolate/Flowers
- Not to accept money, adhere to the policy
- Enhances staff morale
- Document and review
- Acknowledge by writing back to them.



# Complaints

A complaint is an objection to something that is unfair, unacceptable, or otherwise not up to normal standards.

- Highlights a problem.
- Prompt to review organisational performance.
- There is always a room for improvement



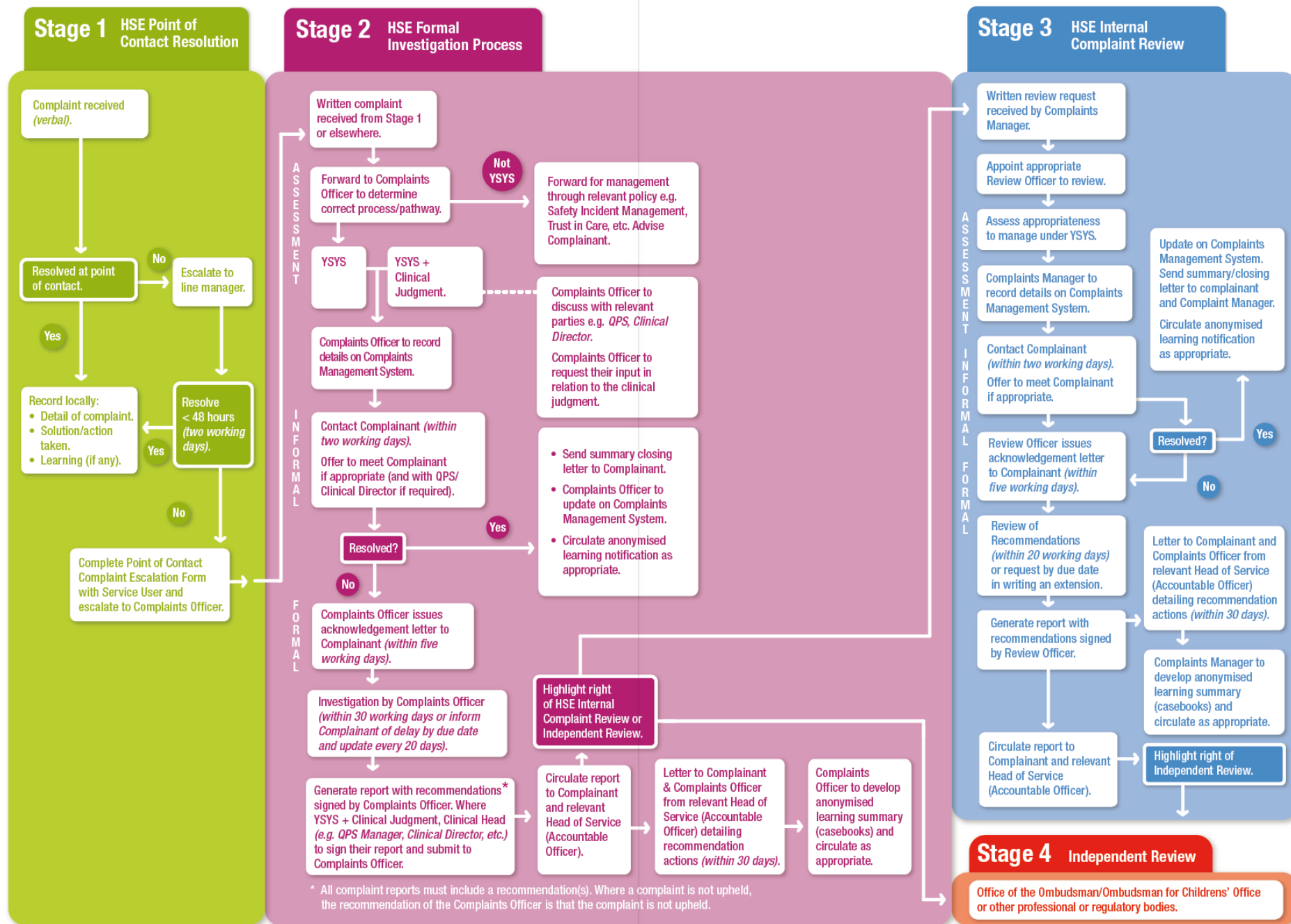
# Your Service, your say!!!

- The Management of Service User Feedback for Comments, Compliments and Complaints, HSE Policy 2017
- To assist service users to provide feedback as well as support staff to respond to feedback.
- Structured around five principles that are the foundation of the feedback system.

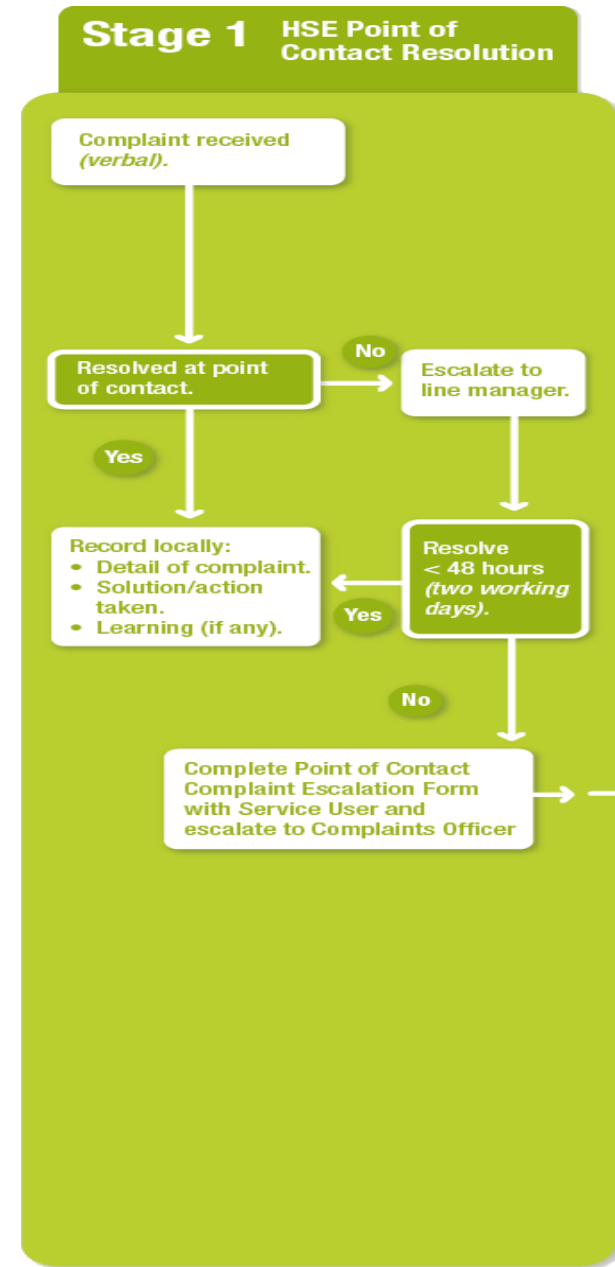


- **In Person:** Talk to any member of HSE staff, service manager or [complaints officer](#)
- **Online Form:** Send complaint securely through the [online feedback form](#)
- **By Email:** Email [yoursay@hse.ie](mailto:yoursay@hse.ie) with your feedback.
- **By Letter:** Send a letter or fax to any HSE location.
- **By Feedback form:** The form is [available online](#) in 9 languages
- **Ring HSE:** on [045 880 429](tel:045880429): Your call will be answered by a staff member from the National Complaints Governance and Learning Team.
- **Contact our [Confidential Recipient for Vulnerable Persons](#)** (any vulnerable person **receiving residential care** in a HSE or HSE funded facility ), Gráinne Cunningham at [grainne.cunningham@hse.ie](mailto:grainne.cunningham@hse.ie)
- **Through Advocacy Services:** Contact an [Advocacy Service](#).
- **National Specialist in Accessibility:** The HSE has appointed a [National Specialist in Accessibility](#) who will provide guidance, advice and strategic support in the promotion of access for people with disabilities.





# Stage 1



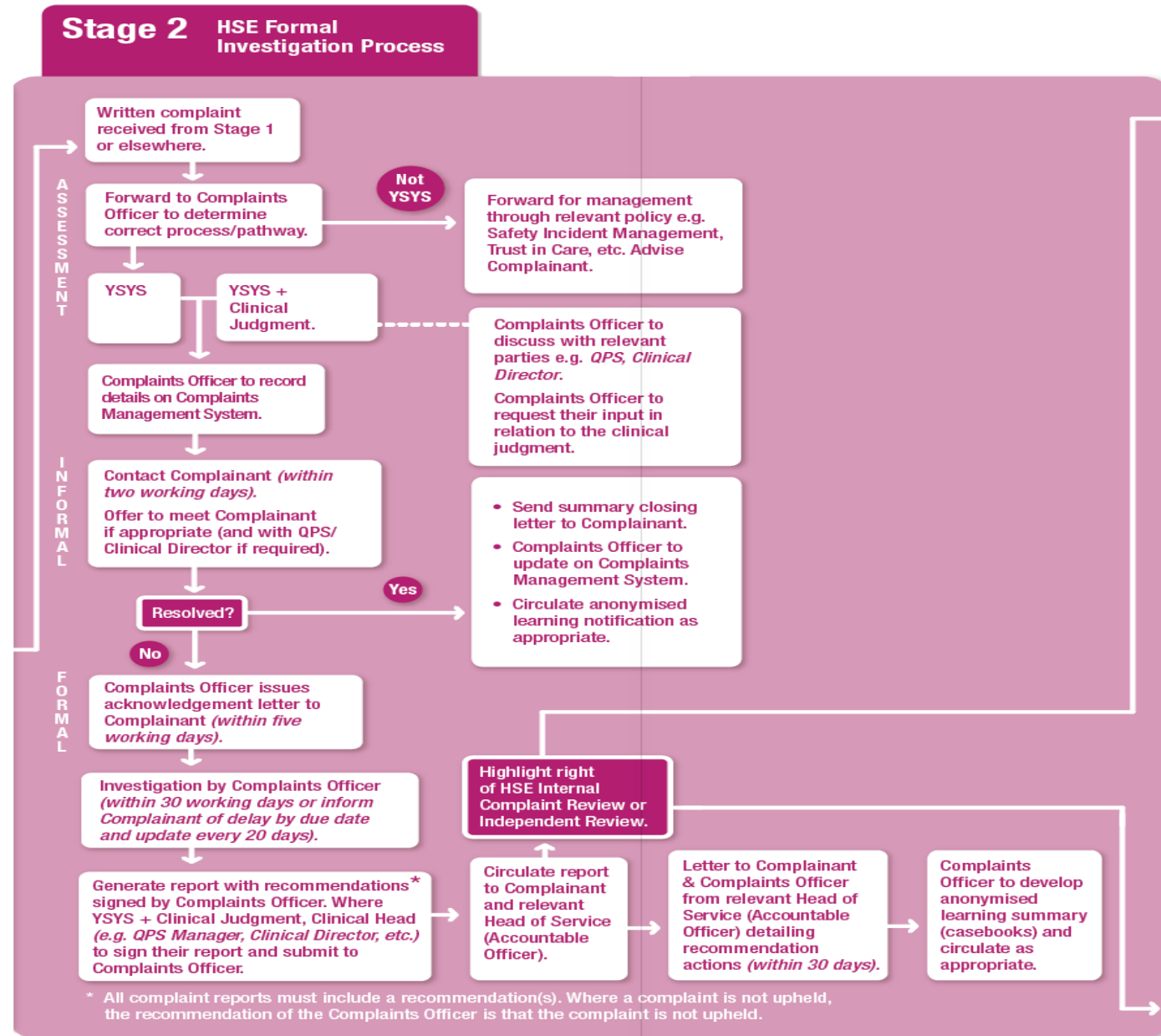
# Stage 1

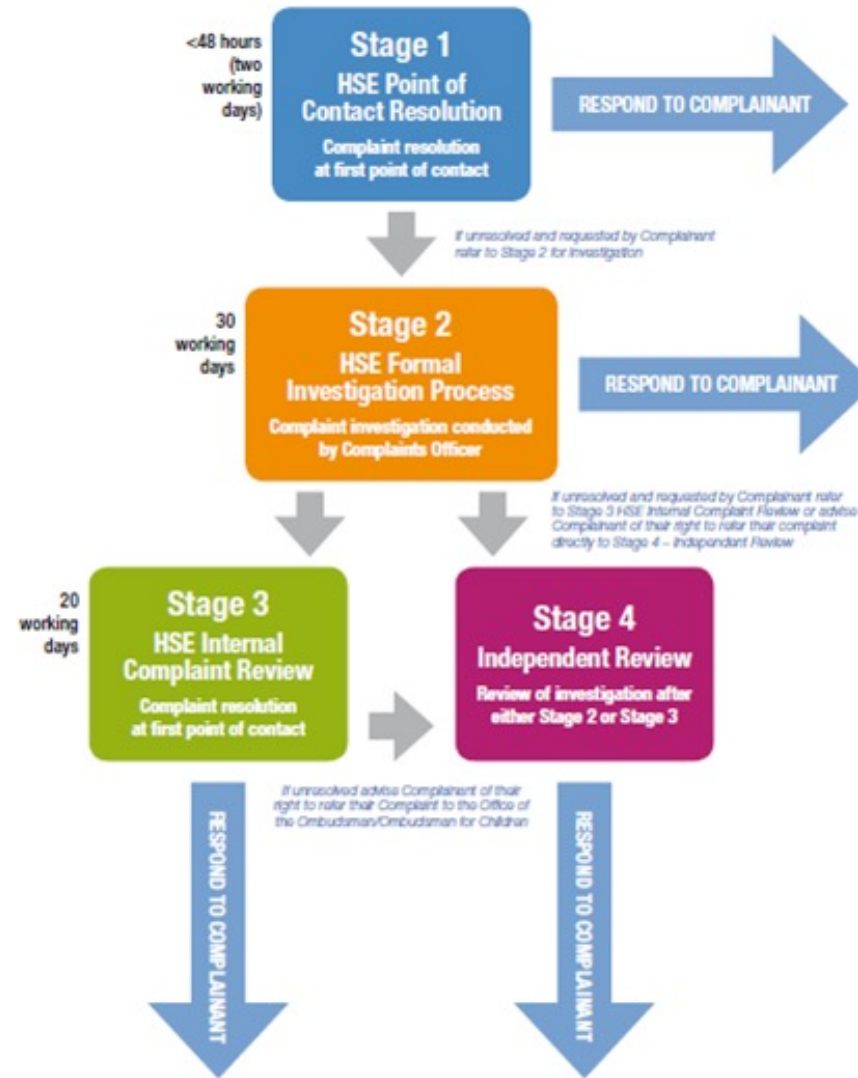
First point of contact  
tries to resolve it  
straightaway.



If not resolved within  
2 working days, then  
Line manager can  
escalate it to  
complaints officer.

# Stage 2





Complaints Management Pathway is available inside the front cover of this document.



# Communicating with Complainant



**A: Acknowledge the incident and Impact**



**S: Sorry: Sincere apology or expression of regret**



**S: Story: Listen to their story**



**I: Inquire: Encourage Questions and provide factual answers**



**S: Solution: Discuss and agree solutions and next steps**



**T: Travel: Maintain communication and continue to provide support.**

# Statistics & Reporting

- Always Log the complaint: Formal or informal
- Maintain the HSE monthly Complaints template and submit to consumer affairs.
- Communicate to all staff members through Daily Safety pause meetings, Management and governance meetings



# Serious Incident Management Team meeting

- Team members includes GM/Representative, Risk Advisor, DON/PIC
- Category 1 and 2 Incidents are discussed.
- May be closed after one SIMT Meeting or may have to make amendments for the next meeting.
- If not resolved, will needs to be escalated.



# Use of Data through Health Service



Identify learning opportunities.



Communicate.



Influence Policy change.



Influence Practice.



Better patient outcome.



## Conclusion

All complaints are to be taken seriously

Display complaints policy and reporting diagram

Always log the complaint

Take ownership and Apologize, Show empathy.

Support through the process

Escalate as required

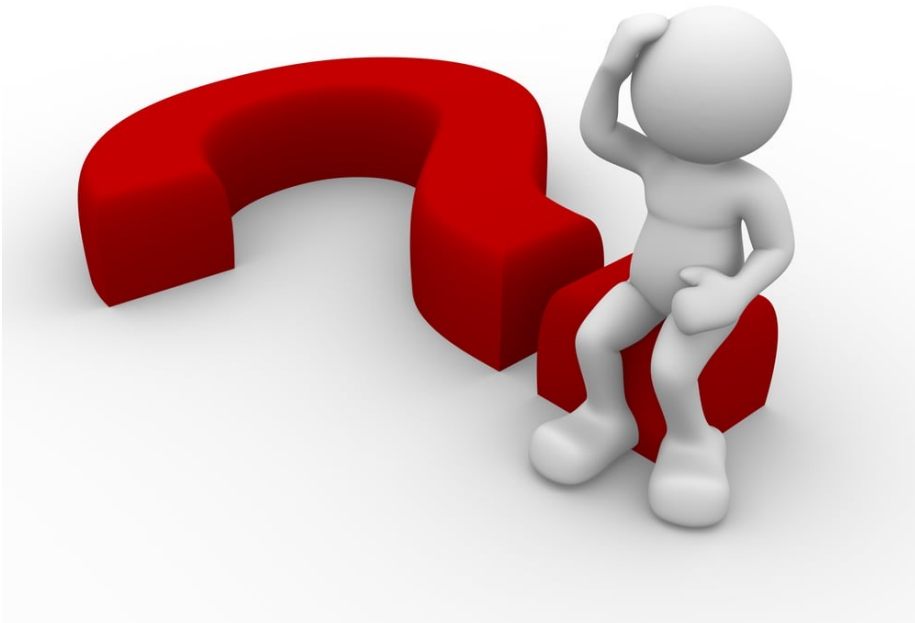
Communicate with members of the staff



## References:

- Atkins, D., Fink, K. and Slutsky, J., 2005. Better information for better health care: the Evidence-based Practice Center program and the Agency for Healthcare Research and Quality. *Annals of internal medicine*, 142(12\_Part\_2), pp.1035-1041.
- Patient safety- Global action on patient safety. Report by the Director-General. Geneva: World Health Organization; 2019 ([https://apps.who.int/gb/ebwha/pdf\\_files/WHA72/A72\\_26-en.pdf](https://apps.who.int/gb/ebwha/pdf_files/WHA72/A72_26-en.pdf), accessed 23 July 2019).
- The Management of Service User Feedback for Comments, Compliments and Complaints, ‘Your service your say’ HSE Policy 2017
- The ASSIST Model of communication, Medical Protection Society, Document Reference no: NATOD-QRG 010-02





**Any  
Questions?**



*Thank  
you*

