

The Village Residence Making a Complaint. Revised September 2023

A Guide to Residents, Visitors and Relatives

If you have an Issue, a Concern or complaint about any aspect of Care in The Village Residence, please speak with a staff member. The following is an aid to help you.

If you have an issue, concern or complaint, please inform the nurse or any staff member on duty at the time.



If the Complaint remains unresolved or you are not happy with how it was resolved.



Ask to speak with the Clinical Nurse Manager or Senior Nurse in Charge at Time.
Your concern will be recorded on a *Point of Contact* form which you will be undertaken with you.



If you feel that your complaint remains unresolved, please ask to speak with the `Complaints Officer/Person in Charge, Michael McCaul. Michael McCaul will appoint a support person to support you with your complaint



**If you remain unhappy Your Complaint will be investigated by the Complaints Review Officer Emma Gonoud.
Eimear Hickey is the Independent Designated Complaints Officer
If you are not satisfied with the response you receive to your complaint, you are welcome to make contact with an advocacy service of your choice. A list of advocacy services is available to you.
Advocacy is a free, Independent and Confidential and is there to support you .**



You may contact the Office of the Ombudsman at any time in the process if you so wish

Address: 6 Earlsfort Terrace, Dublin 2, D02 W773.

Email: complaints@ombudsman.ie.