

## ***Complaints Procedure***

*Rathkeevan Nursing Home welcomes all comments, complaints and compliments.*

*Our aim is to provide safe, high-quality services so that you receive the best care and support.*

*Your feedback matters. It help us to improve our services.*

*We would like to hear from you about your experience using our services, including:*

- *what worked.*
- *what could improve.*
- *what did not work.*
- This policy is developed in accordance with **Health Information and Quality Authority (HIQA)** requirements, specifically **Regulation 34: Complaints Procedure**, to ensure that all complaints are managed promptly, effectively, and in a person-centred manner.

Please speak to any member of staff to outline your concerns. If your concerns are not resolved to your satisfaction, please speak to the Director of Nursing, Natalie Dwyer who is the Nominated Complaints Officer for the Nursing Home on 052 6182000 or [don@rathkeevannursinghome.com](mailto:don@rathkeevannursinghome.com).

### **Process for making a complaint:**

1. If any person wishes to make a complaint, they can do so verbally or in writing. Where the complaint is verbal, it is documented by the staff member receiving the complaint and the Nominated Complaints Officer (Natalie Dwyer) is advised. If the person is unable to make a complaint, an Advocate or Independent Advocacy Service (such as Sage) can make the complaint on their behalf. Where the complaint is in writing, please address it to the Nominated Complaints Officer (Natalie Dwyer, Director of Nursing).
2. The complaint should include the following information:
  - An outline of the complaint.
  - Date, time and place of the incident.

- The name of the person(s) involved in or witness to the incident (if appropriate).

3. Complaints will be acknowledged within five working days from receipt of complaint.

4. **The Nominated Complaints Officer** is Natalie Dwyer (Director of Nursing). All complaints are investigated/concluded, as soon as possible, and in any case no later than 20 working days after the receipt of the complaint, resulting in a written response. In the event of a longer investigation, a written response, with the reasons for any delay in complying with the 20 working days timeline, will be communicated to the complainant. This would be followed up with an update given every 20 working days with the reasons for the extension. The nominated complaints officer can be contacted in the centre or by phone/email/letter, or via any member of staff.

5. If any complainant is unhappy with the outcome of their complaint, they can request a review by the Nominated Review Officer to review this decision.

6. **The Nominated Review Officer** is Sarah Fitzgerald (Administration Manager) and Sarah can be contacted through any member of staff or by email on [admin@rathkeevannursinghome.com](mailto:admin@rathkeevannursinghome.com). Sarah will take the responsibility to review the decision of the Nominated Complaints Officer at your request. The review of the complaint will be conducted and concluded as soon as possible, no later than 20 working days after the receipt of the request for the review. If this 20 working days timeline cannot be met, the complainant will be informed in writing regarding the reason for any delay in complying with the applicable timeline.

7. All complainants who have requested a review will be provided with a written response informing them of the outcome of the review.

8. **Complaint Procedures and the Ombudsman.** If at this point you remain dissatisfied with the response you have received, you can refer your complaint to the Office of the Ombudsman. The Ombudsman is impartial and free to use. The Ombudsman will require details of the complaint, along with a copy of the complaint and response. The best way to do this is through “Make a Complaint” via their website – [www.ombudsman.ie/making-a-complaint/make-a-complaint/](http://www.ombudsman.ie/making-a-complaint/make-a-complaint/) .

Alternatively write to: The Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773 or phone 01 6395600 with any queries.

**Nominated Complaints Officer/Director of Nursing:**

**Reviewed:** 21/01/2026

**Review Due:** 21/01/2027