

Griffeen Valley Nursing Home

Esker Road, Lucan, Co Dublin, K78V208

Tel.: 01 6249736 E-mail: info@griffeenvalleynursinghome.com

Complaints Procedure

Date: November 2024

Griffeen Valley Nursing Home's goal is to ensure that our residents have the best experience possible, however where this is not the case we welcome feedback, comments and complaints about the service we provide, and we see this as an opportunity to learn from and improve on the service we provide for the future.

Our staff receive training on complaints management and our aim is to take all complaints seriously and every effort is made to thoroughly investigate and resolve them as promptly, openly and transparently as possible. Should a resident or family member have a complaint about any aspect of the care or service provided in Griffeen Valley Nursing Home, our complaints and appeals procedure may be followed.

Step 1 In the first instance a complaint may be made verbally to a member of the nursing staff on duty who will aim to deal with the complaint promptly if possible. Should the nursing staff member be unable to deal with the complaint it will be referred to the Assistant Director of Nursing, or the Director of Nursing. A complaint may also be made at reception, where this will then be referred to the Assistant Director of Nursing or the Director of Nursing.

The staff member shall attempt to resolve the complaint immediately and nominately, where possible. They may require input from their Manager to do so. Where complaints are resolved nominately details of the complaint are documented in the Complaints Log.

Step 2 A complaint may also be raised at our monthly residents meeting, or on our annual satisfaction questionnaire.

Step 3 Where complaints are not resolved nominately, they shall proceed to the Nominated Complaints' Officer (NCO) for Griffeen Valley Nursing Home, Geraldine Iglupas, Director of Nursing. [TEL:01 6249736](tel:016249736) or geraldine@griffeenvalleynursinghome.com

A letter of acknowledgement shall be sent to the complainant **within five days** of the receipt of the complaint.

The Nominated Complaints' Officer shall undertake an investigation of the complaint. During the investigation, the Nominated Complaints Officer shall gather evidence to determine if the complaint is warranted. The investigation may take different forms depending on the nature of the complaint, with the Nominated Complaints' Officer determining the level of investigation required. This shall be completed **within 30 working days** of receipt of complaint.

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When the investigation is completed, the Nominated Complaints' Officer shall determine if the complaint has been verified or not. The outcome shall be documented and **communicated in writing** to the complainant.

Where the complaint has been verified, a non-conformance is raised. Where the complainant is satisfied, the outcome is documented.

Step 4 Where the complainant is not satisfied with the outcome, they are advised regarding the review process and are referred to the Nominated Complaints Reviewer.

Jim Foley, Director TEL: 01 6249736, Email: info@griffeenvalleynursinghome.com

Step 5 In the event that the complainant remains unsatisfied at this stage then they will have their complaint referred to the **Independent Appeals Officer**. All referrals to the Independent Appeals Officer (IAO) should be made in writing and directed to:

Val Ryan, PIC, Curragh Lawn Nursing Home, Kinneagh Lodge, Curragh, Co Kildare. TEL: 045 481880,
Email: curraghlawn2@eircom.net

Step 6 Complaint Procedures and the Ombudsman

If residents have complained to Griffeen Valley Nursing Home and are not satisfied with the outcome of the complaint. The resident can contact the Office of the Ombudsman. The Ombudsman provides an impartial, independent and free service. By law the Ombudsman can examine complaints about any of our administrative actions or procedures as well as delays or inaction in our dealings with residents. The Ombudsman's remit relates to complaints about actions which occur on or after 24 August 2015. The Ombudsman cannot examine complaints about actions which occurred before that date with the exception of complaints from residents eligible to complain under "The resident's Service The resident's Say" (Residents whose place is provided under a contract with the HSE).

Contact details are as follows:

THE OFFICE OF THE OMBUDSMAN
18 Lower Leeson Street
Dublin 2.

Phone: Nominated 1890 22 30 30 or (01) 639 5600. Email: ombudsman@ombudsman.gov.ie

Residents can also make a complaint online using the online complaint form
www.ombudsman.gov.ie

We appreciate your comments and are always willing to listen as we endeavor to improve and maintain our high standards of care.