

Complaints Procedure

Northwood Residential Home

All Bartra Homes welcome suggestions, complaints, concerns, observations and comments from Residents, Resident's relatives and visitors.

All comments or complaints shall be viewed as an opportunity to inform service provision and to continually improve the quality of care and service provided to our Residents. Residents and their relatives/representatives should be confident that making a complaint will not jeopardise the quality of care provided to the resident in any way.

A more detailed leaflet called 'Your guide to Complaints Policy & Procedure' is available to guide you through this process. Please ask any member of staff for a copy of this leaflet. It is also available at our reception.

Any complaint/concern should be raised initially with the Nurse or CNM on the floor. Should it not be addressed satisfactorily, please feel free to raise the matter with the Director of Nursing (Complaints Officer) Ms Tara Keating, who will undertake to investigate within an agreed timeframe.

Where the complainant is still not satisfied with the outcome, they can appeal through the **Internal Appeals Process** by contacting Ms. Angela Ring, Chief Operations Officer at 012150200.

You may also contact Mr. Declan Carlyle, the Registered Provider Representative (Review Officer) who is the person nominated to ensure all complaints are appropriately responded to and have been appropriately documented as per (S.I. No. 628/2022 - Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) (Amendment) Regulations 2022. Please also remember that if you have serious concerns about the operation of the Nursing home you may contact the following organisations,

1. **Chief Inspector HIQA "Concern Area"**

Emailing concerns@hiqa.ie

Writing to Concerns About Services, Health Information and Quality Authority, George's Court, George's Lane, Smithfield, Dublin 7. Calling the advice line 01 8147400

2. **SAGE Independent Advocacy Services**, Tel: 01 5367330 email: info@sageadvocacy.ie, Rapid Response: 1850719400 The lines are open every day from 10AM-10PM, 365 days a year.

3. **Patients Advocacy Service**

Level 3 Rear Unit, Marshalsea Court, Merchant's Quay, Dublin D08 AEY8

Telephone: 0818293003

4. **The Office of the Ombudsman**-Telephone: 016395600 LoCall 1890223030

Email: ombudsman@ombudsman.gov.ie Website: www.ombudsman.gov.ie

Writing to: The Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2