

# MOUNT CARMEL SUPPORTED CARE HOME



## Complaints Procedure:

Mount Carmel Supported Care Home welcomes all comments, feedback, complaints and compliments.

### Informal Complaints:

1. Speak informally to any member of Mount Carmel Support Care Home staff and outline your concerns.
2. Should your concern not be resolved to your satisfaction you can speak with the **Manager/ PIC Fergus Keane**.

### Formal Complaints:

1. If a resident or relative wishes to make a formal complaint they can do so verbally or in writing to the Manger / PIC. Where the complaint is verbal, it is documented by the staff member receiving the complaint using the complaints form and this forwarded to the Manager /PIC. If the person is unable to make the complaint, an Advocate can make the complaint on their behalf. This can be a trusted person or an external organisation such as Sage, details can be provided.
2. The written communication should include the following information: The official complaints form can be used.
  - An Outline of the Complaint.
  - Date, time and place (if appropriate) of the incident.
  - The name of the person(s) involved in or witness to the incident (if appropriate).
3. Complaints will be acknowledged within 5 working days of receipt of the complaint. A full investigation will take place within 30 working days resulting in a written report. In the event of the investigation taking longer than 30 days, a progress report will be communicate to the complainant within 30 working days with an update given every 20 working days, with reason for delay. Complaints are monitored and reviewed by the Manager / PIC Fergus Keane.

### Executive Review:

If at this stage the complaint is not satisfied by the outcome of the investigation, the complainant can seek an executive review of the complaint within 30 working days from Mount Carmel Supported Care Home. The executive review will be undertaken by Chairperson of Mount Carmel Supported Care Home.

### Independent Appeals Review:

A review of the complaint can be sought. A mutually agreed expert can be used for this and findings will be issued within 3 months.

### The Ombudsman:

If you have complained to us and you are not satisfied with our decision on your complaint, it is open to you to contact the Office of the Ombudsman. The Ombudsman provides an impartial, independent and free service. Contact Details: The 30Office of the Ombudsman, 18 Lower Leeson Street, Dublin 2. Ph. 1890 22 30 or 01 639 5600. Email [ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie)

Contact details for all Mount Carmel Supported Care Home Staff is as per letterhead.

Signed: \_\_\_\_\_

date: \_\_\_\_\_

8<sup>th</sup> March 2019

PROLOGUE, CALLAN, CO. KILKENNY, IRELAND, R95 RKW2

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