



Ashford House

The Complaints Officer for this Facility is:

Name: Siby Joseph, Director of Nursing

- Complaints can be made verbally to the Staff Nurse on duty or to any staff member who will aim to deal with the complaint immediately if possible; if they are unable to resolve the complaint it will be referred to our Complaints Officer (Director of Nursing – Siby Joseph).
- If you prefer, you can make your complaint in writing to Siby Joseph.
- Your complaint will be investigated fully and the outcome will be discussed with you. If you are unhappy with the outcome the complaint will be forwarded to our independent Appeals Officer Niamh Brophy, Newpark Care Centre, The Ward, Dublin, who will aim to resolve the issue to your satisfaction.
- The monitor for complaints is Richard Byrne (email: richard@glascare.ie)
- We encourage participation from all residents, their families and friends and welcome any comments or remarks they may have. If you are unsatisfied with our response to any of your comments, complaints or remarks, you may seek assistance from a recognised external advocacy group. We can contact an independent advocate service for you if required.
- If you are still not satisfied with the manner in which the matter has been handled and if you are a resident who is fully funded by the HSE, your complaint can be forwarded to the Health Service Executive (HSE).
- Under its own procedures, the HSE will independently review the case and forward its recommendations to you and Ashford House within five to six weeks. The HSE can be contacted at: <http://www.hse.ie>
- 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. 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 you.

Contact details are as follows: THE OFFICE OF THE OMBUDSMAN,
6 Earlsfort Terrace, D02 W773, Dublin 2.

Phone: 01 6395600

You can make a complaint online using the online complaint form at www.ombudsman.gov.ie

You can also contact the Health Information and Quality Authority, Unit 1301, City Gate, Mahon, Co Cork.
Tel: 021 2409646. Email: concerns@hiqa.ie

We will deal with your complaint promptly, with courtesy and respect, and keep you informed at all times of our progress.

Signed: _____ (Person in Charge)

Date: _____