Complaints Procedure

Ashford House Nursing Home Ltd. is committed to a fair and robust complaints procedure that meets the requirements of Regulation 34 of the Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2013. Each person who wishes to make a complaint is encouraged and supported to express any concerns safely and is reassured that there will be no adverse consequences for raising a concern. Sage Advocacy is also available to support residents with their concerns and contact details are widely advertised throughout the home. Residents are supporting with accessing the Patient Advocacy Service (PAS) or Sage Advocacy, should you want assistance in contacting an advocacy service please ask any member of staff.

(a) Siby Joseph, Director of Nursing, is the nominated complaints officer to investigate complaints.

(b) Complaints are investigated and concluded, as soon as possible and in any case no later than 30 working days after the receipt of the complaint.

(c) The complainant will be provided with a written response informing them whether or not their complaint has been upheld, the reasons for that decision, any improvements recommended and details of the review process.

(d) Richard Byrne, Director of Operations (Glas Care Group), is the nominated review officer to review, at the request of a complainant, the decision referred to at paragraph (c). Richard Byrne can be emailed at richard@glascare.ie. Alternatively, he can be written to at the nursing home address.

(e) Should a review be requested it will be conducted and concluded, as soon as possible and no later than 20 working days after the receipt of the request for review.

(f) The complainant will be provided with a written response informing the complainant of the outcome of the review.

(g) The complainant will be provided with a written response informing the complainant in the event that the timelines set out in above cannot be complied with and the reason for any delay in complying with the applicable timeline.

(h) If you are unhappy with the outcome of your complaint you can appeal to an independent appeals person, Ms. Niamh Brophy, who can be contacted by email at don@newparkcc.ie or by phone on (01) 864 3465.

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

Signed: _____ (Director of Nursing and Person in Charge)

Date: _____