

Complaints Procedure

The staff and management of Springlawn House Care Home endeavor to provide the highest standard of nursing/Residential care at all times. However, there may be occasions when you wish to make a complaint or have suggestions for improvements.

In this event we suggest the following steps to be taken:

- Ask to speak to Miss Clara Robinson (Unit Manager) / Staff Nurse who will listen to your complaint and attempt early resolution.
- Put your complaint in writing to the Manager, Miss Robinson who has an obligation to respond as soon as practicable (within 5 working days).
- The letter responding should acknowledge your complaint and what action is going to be taken; a timescale for action should be identified.
- You will receive further communication regarding the outcome of your complaint within 28 days after the date the complaint is received or sooner if possible. When this is not possible, complainants are kept informed of any delays. An opportunity to meet with the investigating staff member and give your response can be arranged.
- You will be advised of what action was taken to resolve the complaint and if any changes are made to policy and procedures to avoid repeat of a similar complaint.

The Normal Suggested Complaint Route is

: Staff of Springlawn House Care Home
: The Manager of Springlawn House Care Home
: The Responsible Person of Springlawn Group of Care Homes
: The Social Worker/Care Manager assigned to you

You may also prefer to notify the below representatives who may speak on your behalf if you feel unable to address the issue yourself:

Care Manager

Omagh Hospital & Primary Care Complex
7 Donaghane Road
Omagh
BT79 0JJ

Family Member

You can request that a family member approach the Manager/Care Staff if you feel this is most appropriate.

Regulation and Quality Improvement Authority (RQIA)

You may also complain to the Regulation and Quality Improvement Authority if the matter remains unresolved.

The Regulation & Quality Improvement Authority
9th Floor
Riverside Tower
5 Lanyon Place
Belfast
BT1 3BT
Tel: 028 9051 7500

Patient Client Council (PCC)

The Patient Client Council (PCC) was established on 1st April 2009 and are a powerful, independent voice for people. A copy of their leaflet can be downloaded for you on request to office staff.

The Patient Client Council
Ormeau Baths
18 Ormeau Avenue
Belfast
BT2 8HS
Tel: 0800 9170222
Email: info.pcc@hscni.net

NI Commissioner for Complaints (The Ombudsman)

If you remain dissatisfied after the above procedures have been completed you may complain to the NI Commissioner for Complaints (The Ombudsman)

NI Commissioner for Complaints (The Ombudsman)
Freepost BEL 1478
Belfast
BT1 6BR
Tele: 02890 233821
Email: ombudsman@ni.ombudsman.org.uk

It is hoped however that all concerns or issues can be resolved locally through dialogue and mutual respect. A copy of the Complaints Procedure is available in all bedrooms and the policy folder; it is also available on tape and large print for those with difficulties.