



# St. Hilda's Services – Your Say



More Feedback = Better Service

Constructive, Positive, Negative Feedback  
in relation to our service is always WELCOME.



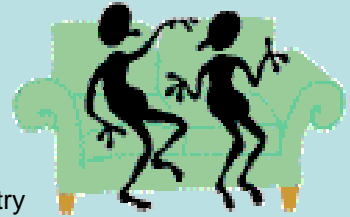
*This information leaflet is a guide on how you can  
Make Comments, Suggestions, Compliments or Complaints  
on our service and how you can expect them to be handled.*

*The aim of this information leaflet is to enable the people we  
work with, families, and advocates to obtain solutions to  
problems by ensuring their feedback and issues are taken  
seriously and processed in an appropriate manner in accordance  
with St. Hilda's Services Complaints Policy.*

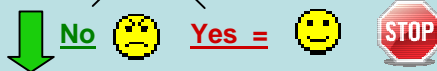
# Complaints Policy – What to do & What to Expect

## Verbal Complaint

- Go to a member of staff and highlight problem.
- Try to give employee as much detail as possible of the complaint.
- Your complaint will be listened to carefully and the employee will try to resolve the issue with you.

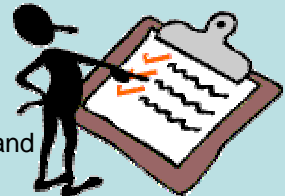


### Happy With Resolution



## Written Complaint

If you want to make a written complaint you can do so by completing our 'Complaints Form' which is available in all of our service centres and community homes or by simply writing out your complaint and addressing it to our 'Complaints Officer'.



Your complaint will be acknowledged within 5 days of receiving the complaint.

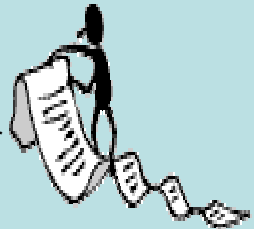
The 'Complaints Officer' will make a decision on whether or not the complaint will be formally investigated or not and the reasons for same. If an investigation will take place, then the 'Complaints Officer' will tell you how long it will take. The 'Complaints Officer' will advise you of the outcome of the investigation and also of any recommendations that will be made.

### Happy with Resolution

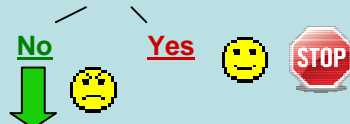


## External Review

If you are still unhappy following the outcome of the investigation into your written complaint you can request an External Review by the H.S.E. They will review the appropriateness of the investigation and also the recommendations that were made.



### Happy with Resolution



## External Referral

At any stage during the complaints management process the complainant can refer the complaint to the Ombudsman or Ombudsman for Children.



# **How to give your feedback & Your Resolved Complaint**

- **Verbal**

During your visit to service, feel free to approach any member of staff with your comments, suggestions or complaints.

- **Written**

If you would like to put your comments or complaint in writing please address them to:

**Complaints Officer**

St. Hilda's Services, Grace Park Road, Athlone, Co. Westmeath.  
090-6475825

- **How to Get Help with a Complaint**

If you would like to make a complaint but need some support and assistance in helping you to raise the issue, you can contact any member of staff for help or call our 'Complaints Officer' who will be able to give you advice on how to resolve your issues as well as highlighting all options available to you.

- **Other Relevant Details**

All Internal Reviews should be addressed to:

**Mary Culliton**

Head of Consumer Affairs  
The Health Service Executive  
Oak House  
Millennium Park  
Naas  
Co. Kildare

All referral's to the Ombudsman or Ombudsman for Children should be addressed to:

**Office of the Ombudsman**

18 Lower Leeson Street  
Dublin 2.

Tel: +353-1-639 5600  
Lo-call: 1890 223030  
Fax: (01) 639 5674