



Complaints Policy

Comments, compliments and complaints from residents, families and representatives

1. Our commitment

At Norwood Grange, every resident has the right to raise a concern and to be listened to. We welcome all feedback, whether a compliment, a suggestion or a complaint, and we see it as a chance to learn and improve our service.

We aim to resolve concerns quickly, fairly and openly. Making a complaint will never have any negative effect on a resident's care, or on how staff treat the resident or the person who complained.

2. Purpose and scope

This policy sets out how Norwood Grange receives, records, investigates and learns from complaints. It applies to:

- Residents, including former and prospective residents.
- Family members, next of kin, representatives, attorneys and decision supporters acting on a resident's behalf, with the resident's permission where the resident is able to give it.
- Advocates and visitors.
- All staff, who must know how to receive a complaint and where to refer it.

Concerns about possible abuse are handled under our Safeguarding Policy, following the "No Tolerance" approach. Staff grievances are handled under the Employee Handbook, not this policy.

3. Legislation and standards

- Health Act 2007 (Care and Welfare of Residents in Designated Centres for Older People) Regulations 2013, **Regulation 34: Complaints procedure**, as amended by S.I. No. 628 of 2022.
- HIQA National Standards for Residential Care Settings for Older People in Ireland (2016), including Standard 1.7 on complaints and concerns.
- Assisted Decision-Making (Capacity) Act 2015.
- Ombudsman Acts 1980 to 2012.
- General Data Protection Regulation and Data Protection Acts 1988 to 2018.



4. Key terms

Term	Meaning
Complaint	Any expression of dissatisfaction, spoken or written, about a service, action or lack of action by Norwood Grange or its staff.
Complainant	The person making the complaint: a resident, or someone acting on their behalf.
Nominated Complaints Officer (NCO)	The person responsible for investigating formal complaints and issuing a written response.
Nominated Complaints Review Officer	A person not involved in the original investigation, who reviews the outcome if the complainant is not satisfied.
Independent Appeals Officer	An external person, independent of Norwood Grange, who can hear an appeal once our internal process is complete.
Advocate	A person who helps a resident express their views and make sure their rights are respected.

5. Roles and responsibilities

Role	Person and responsibilities
Registered Provider	Butterfly Care Limited Makes sure this policy is in place, resourced and displayed, and that complaints officers are trained.
Nominated Complaints Officer	Annie Marie Prendergast, Director of Nursing / Person in Charge Investigates formal complaints, keeps the Complaints Log, and reports trends to the governance meeting.
Nominated Complaints Review Officer	Orla O'Sullivan, Director of Service and Registered Provider Representative Reviews complaint outcomes on request, independently of the original investigation.
Independent Appeals Officer	Deirdre Kennedy, Best Practice Healthcare Hears appeals from outside the organisation.
All staff	Listen, try to resolve concerns straight away, record them in the Complaints Log, and pass anything unresolved to the nurse on duty or Director of Nursing.



6. How to make a complaint

You can raise a concern in whatever way suits you. You do not need to put it in writing, and you can ask anyone you trust to help you.

- **In person:** speak to any nurse on duty, a member of staff you feel comfortable with, or Reception.
- **In writing or by email:** to the Director of Nursing at pic@norwoodgrange.ie or complaints@norwoodgrange.ie.
- **By phone:** 021 487 3291.
- **Suggestion Box:** located in reception, next to the fish tank. Anonymous comments are welcome.
- **Residents' Committee meetings** (quarterly), family meetings, or the annual satisfaction survey.

Support to make a complaint

If a resident needs help to make or follow up a complaint, we will arrange support. This can be a family member, one of our nominated advocates, or an external advocacy service shown on our notice board.

The **Patient Advocacy Service** is independent, free and confidential. It supports people making a complaint about care in a nursing home. Phone 0818 293 003 or visit www.patientadvocacyservice.ie.

Where someone complains on a resident's behalf, we will check that the resident agrees, or that the person has the legal authority to act for them.

7. Complaints procedure

Our procedure has clear stages and time limits. Most concerns are resolved at Stage 1.

Stage	What happens	Time limit
1. Speak up	Tell any nurse on duty or Reception. We will try to resolve it straight away. If needed, it is passed to the Director of Nursing. Every concern is recorded in the electronic Complaints Log.	Immediately where possible
2. Formal complaint	If not resolved, the Nominated Complaints Officer investigates. You receive a written acknowledgement, then a written response setting out the findings, any actions we will take, and how to request a review.	Acknowledgement within 5 working days Written response within 30 working days
3. Review	If you are not satisfied with the outcome, contact the Nominated Complaints Review Officer. They review how the complaint was handled and the decision reached, and write to you with the result.	Within 20 working days of your request



Stage	What happens	Time limit
4. Independent appeal	If you remain unhappy, you can appeal to our Independent Appeals Officer, or go directly to the Office of the Ombudsman (see section 8).	Set by the appeal body

If an investigation cannot be completed within 30 working days, we will write to you explaining why, giving a revised date, and keeping you updated.

A complaint about the Nominated Complaints Officer goes straight to the Review Officer. A complaint about the Review Officer goes to the Independent Appeals Officer.

8. External bodies

You can contact these bodies at any time. HIQA does not investigate individual complaints, but uses the information you give to monitor the quality and safety of care.

Body	Contact details
Office of the Ombudsman	18 Lower Leeson Street, Dublin 2 01 639 5600 ombudsman@ombudsman.ie www.ombudsman.ie
Patient Advocacy Service	0818 293 003 www.patientadvocacyservice.ie
HIQA	Social Services Inspectorate, 1301 City Gate, Mahon, Cork 021 240 9660 inspections@hiqa.ie

9. Principles we follow

- **Confidentiality:** complaints are shared only with the people who need to know to investigate and resolve them.
- **No adverse effect:** no resident or complainant will be treated less favourably because a complaint was made.
- **Fairness:** staff named in a complaint are told about it and given the chance to respond.
- **Openness:** where we got something wrong, we say so, apologise, and explain what we will change.
- **Safeguarding first:** any complaint suggesting abuse or neglect is referred immediately under the Safeguarding Policy.



10. Records, monitoring and learning

Every complaint, including verbal ones resolved at Stage 1, is recorded in the electronic Complaints Log. The record includes:

1. The date, the complainant, and the nature of the complaint.
2. How it was investigated and the outcome.
3. Whether the complainant was satisfied, and whether a review was requested.
4. Any improvement actions taken.

Complaint records are kept separately from resident care records. They are retained for at least 7 years under our Records Management Policy (Policy 012).

The Nominated Complaints Officer reviews the Complaints Log at the quarterly governance meeting to identify trends. Learning feeds into our Quality Improvement Plan. A summary of complaints and the actions taken is included in the Annual Review, which residents and families can read at any time.

11. Training and awareness

- All staff are trained in receiving and handling complaints at induction, and refreshed regularly.
- The Nominated Complaints Officer and Review Officer complete specific training in complaints handling.
- This policy and the complaints procedure are displayed prominently in the home, included in the Residents' Guide and Statement of Purpose, and available in large print on request.

Document control

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Signature	<i>Orla O'Sullivan</i>