

## What is the Patient Advocacy Service?

The Patient Advocacy Service provides a free, independent and confidential service to residents of HSE-operated Nursing Homes who wish to make a complaint about the care they have received.

The Patient Advocacy Service also helps users of public acute hospitals making or intending to make a formal complaint through the HSE 'Your Service, Your Say' complaints process in relation to the care they have received.

## How we Help

- ▶ We can support you to get information on the formal complaints process in your HSE-operated Nursing Home.
- ▶ We can explain what to include in your formal complaint and support you to write the formal complaint.
- ▶ We can support you to prepare for a meeting about your complaint and attend a meeting with you or on your behalf.
- ▶ We can support you to explore your options following a response from your Nursing Home to your formal complaint.
- ▶ We can signpost and support you to access more appropriate services.

## How to Contact Us



by post to:

**Patient Advocacy Service**  
Level 3 Rear Unit, Marshalsea  
Court, Merchant's Quay, Dublin 8



Or email:

[info@patientadvocacyservice.ie](mailto:info@patientadvocacyservice.ie)



You can also make  
your query online at  
[patientadvocacyservice.ie](http://patientadvocacyservice.ie)  
or by calling the national  
line **0818 293003**



The Patient Advocacy Service provides independent advocacy to residents of HSE-operated Nursing Homes.

The Patient Advocacy Service is provided by the National Advocacy Service for People with Disabilities and is funded by the Department of Health.

The Patient Advocacy Service receives no funding from the HSE and is therefore fully independent of the HSE and the Nursing Homes it operates.



Patient  
Advocacy  
Service

INFORMATION | SUPPORT | EMPOWERMENT

# Free, Independent and Confidential Patient Advocacy

## HSE-Operated Nursing Homes



[patientadvocacyservice.ie](http://patientadvocacyservice.ie)



**0818 293003**

# Guide to Making a Complaint About HSE-Operated Nursing Homes



## Make an Informal Complaint

Raise the issue with the Nursing Home by phone or in person. The issue might be resolved without needing to make a formal complaint. You should receive a response within 2 working days.



## Making a Formal Complaint

The Patient Advocacy Service can assist you to make a formal complaint from this stage

If you are unhappy with the response you receive after raising your issue, you can make a formal complaint.

You can do this by writing a letter or email to the Nursing Home.

**Time frame:** acknowledgement within 5 working days, response within 30 working days.

## What to Include in Your Written Complaint?

- ▶ include your name
- ▶ phone number
- ▶ email address
- ▶ whether you are acting on behalf of someone else
- ▶ a description of what happened
- ▶ who was involved, dates and times
- ▶ what you want to happen now
- ▶ attach any relevant documentation and include any questions you would like answered

## Where to Send your Complaint:

- ▶ Send your formal written complaint to the Nursing Home.
- ▶ Most HSE-operated Nursing Homes have a Complaints Officer who will receive and investigate your complaint.

- ▶ Following an investigation about the complaint, the Complaints Officer should either uphold the complaint or not, and report on the outcome of the investigation. You should be updated on how your complaint is progressing and a formal response should be provided on its completion.

## Internal HSE Review

If you are unhappy with the response you receive, you can ask the HSE to review the complaint. For a review, reply to the HSE within 30 working days of receiving your complaint response.

## External Review of Complaint

If you want an external organisation to look at how your complaint has been handled, you can contact the Ombudsman. You could also consider making a complaint to other organisations like the Nursing and Midwifery Board of Ireland or CORU (Health and Social Care Professionals Council).