

Elim Nursing Homes

POLICY: COMPLAINTS

- The management recognise that patients/residents and/or their representatives may from time to time have a particular query or suggestion in regard to the care and/or services provided within the home.
- The patient/resident should discuss the grievances initially with the Nurse-in-charge of the shift. The Nurse Manager will be kept informed.
- Should the Nurse-in-charge be unable to resolve the matter at the time, the Nurse Manager will undertake an investigation.
- The complaint will be investigated and responded to within 28 days and if this is not possible the patient/resident will be kept informed of any delays.
- The Nurse Manager will make appropriate arrangements to hear the complaint within three days of referral. Patients/residents may be accompanied by their relatives.
- Resolution by the Nurse Manager is known as 'Local Resolution'. If the grievance raised has not been satisfactorily resolved by local resolution, it can be referred to the Home's General Manager. This is known as Enhanced Local Resolution.
- Should the patient/resident be dissatisfied with the outcome of the complaint made, they may wish to contact the Commissioner for Complaints (Ombudsman) by writing to:

The Ombudsman
Freepost
Belfast
BT1 6BR

or by calling in person or by telephone:

The Ombudsman's Office
33 Wellington Place
BELFAST
BT1 6HN
Freephone 0800 343424