



Comment and Complaint Procedures

Your opinion is important to us

The National Rehabilitation Hospital is committed to providing the best possible standard of care to our patients. To make sure that we are doing our job well, we would like to hear from you about the services you have received from us. Your feedback is welcomed and valued; it allows us to continually improve our services.

We are always pleased to receive your comments and suggestions, however, if you are unhappy about any aspect of our service, please let us know immediately so we can address any issues that have given you cause for dissatisfaction. A detailed leaflet called '**Comment and Complaint Procedures**' is available to guide you through this process. Please ask a member of staff for a copy of this leaflet. It is also available at the main Reception.

Complaints

You have the right to complain about any aspect of the hospital services you are dissatisfied with, or if the service we have provided has not reached your expectations. We promise to handle your complaint and personal details in strictest confidence at all times.

We assure you that your complaint will not in any way adversely affect your present or future care

You can make your complaint verbally or in writing. A summary of the process is outlined below:

Verbal complaints

If you find it difficult to speak to the person concerned, please talk to any member of staff, who will endeavour to resolve your concern immediately. You may also contact the Patient Experience and Healthcare Data Manager who will help if you need assistance with giving your comments or suggestions, or to help you through the complaints process.

Written complaints

If you have made a verbal complaint and are not satisfied with the outcome, you may send a formal written complaint to: **The Patient Experience and Healthcare Data Manager, National Rehabilitation Hospital, Rochestown Avenue, Dun Laoghaire, Co. Dublin, A96 RPN4**

If you are dissatisfied with the outcome of the hospital's investigation, you may ask to have the matter reviewed by an independent internal review panel from the HSE. If you are still dissatisfied following this review, you have the right to refer your complaint to:

<p>The Office of the Ombudsman Tel: 01 639 5600 Website: www.ombudsman.ie</p>	<p>The Ombudsman for Children's Office Tel: 01 865 6800 Website: www.oco.ie</p>
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When to contact the Patient Experience and Healthcare Data Manager

Contact the Patient Experience and Healthcare Data Manager when you would like:

- to talk to someone in confidence
- to request information on hospital Services
- if you would like support or assistance to give feedback or to make a complaint.

Tel: (01) 235 5211