

## If you are dissatisfied with our response

If you are dissatisfied with the outcome of the 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 the Ombudsman or the Ombudsman for Children.

## Timeframe for making a complaint

- complaints should be made as soon as possible after the event, or at the latest within 12 months of the event that has given you cause for complaint;
- this time limit may be extended if there are special circumstances that make it

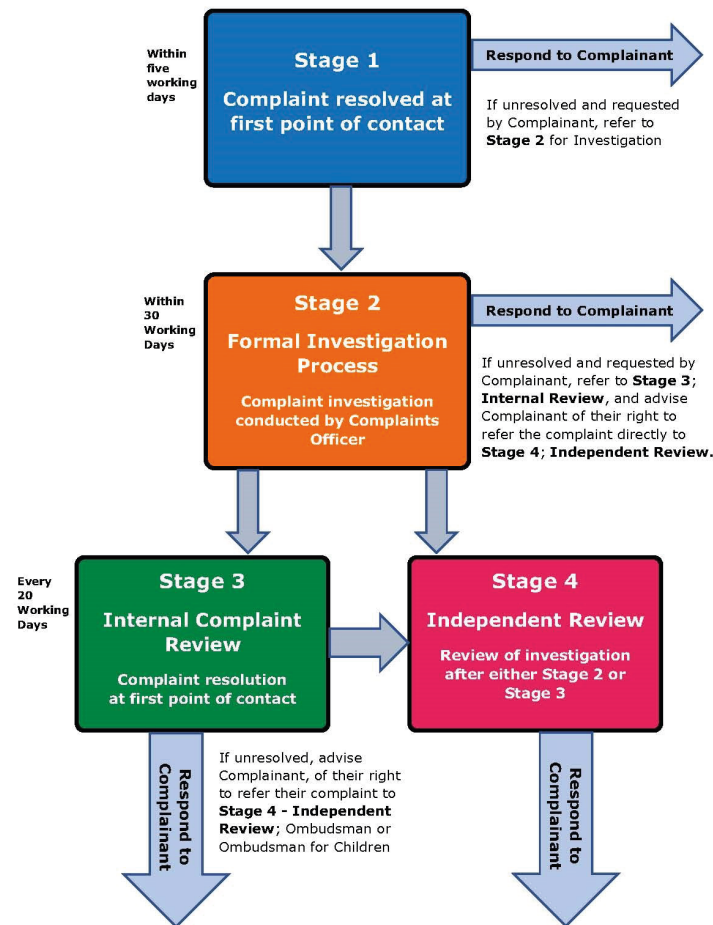
## When to contact the Patient Experience and Healthcare Data Manager

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**

## NRH Complaint Procedure



**National Rehabilitation Hospital**  
Rochestown Avenue, Dún Laoghaire, Co. Dublin  
**Telephone (01 235 5000)**  
www.nrh.ie

 The **National Rehabilitation Hospital** is accredited by CARF (Commission for Accreditation of Rehabilitation Facilities) for a range of services, confirming they meet recognized international standards



An tOspidéal Náisiúnta Athshlánúcháin

## Comment and Complaint Procedures



**The hospital's complaints procedure is without prejudice to your statutory rights to complain elsewhere**

## 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 comments and suggestions are welcomed and valued; they allow us to continually improve our services.

We are always pleased to receive your compliments, 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.

## Comments and Suggestions

You can pass on your comments, suggestions or compliments in any of the following ways:-

**- Verbally** - by talking to a member of staff or by contacting the Patient Experience and Healthcare Data Manager:

Telephone: **Ext. 5211 or (01) 235 5211**

**- In writing** - you can post your comments and suggestions in any of the suggestion boxes placed around the hospital

**- By e-mail** - E-mail general comments or suggestions to [enquiries@nrh.ie](mailto:enquiries@nrh.ie) or visit [www.nrh.ie](http://www.nrh.ie) / Have Your Say.

We promise to pass on any praise and where possible, to act on comments and suggestions received.

## 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.

Information from your healthcare record may need to be accessed to investigate the complaint. 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**

## How to make a complaint

You can make your complaint verbally or in writing.

## 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:

**Patient Experience and  
Healthcare Data Manager  
National Rehabilitation Hospital  
Rochestown Avenue  
Dun Laoghaire  
Co. Dublin  
A96 E242**

## What will happen next?

In normal circumstances, the Patient Experience and Healthcare Data Manager will write to you to acknowledge receipt of your complaint within five (5) working days.

Then he or she will provide you with a full response to your complaint within thirty (30) working days.

If the process takes longer, you will be provided with an update every twenty (20) working days.

You may be invited to meet with staff representatives in an effort to answer the concerns set out in your complaint.