

FAQs

I feel anxious about making a complaint.

Can someone else do it for me? Yes, you can ask a relative or friend to make a complaint on your behalf. We will ask you to sign a consent form, giving us permission to disclose your personal information to this person.

Will making a complaint go on my medical record?

No, your complaint is not kept in your medical record and it will not affect your future care in any way.

Can I make a complaint using a feedback form?

We review feedback forms and act upon them where appropriate. You can find a copy of our feedback form at various locations around the hospital or on our website www.mater.ie/patients.

What if I'm not happy with the hospital's response?

If you remain unhappy you can contact us to discuss or you can seek a review of your complaint by contacting the Office of the Ombudsman

Patient Liaison Service

✉ patientservices@mater.ie
🖱 www.mater.ie/patients
☎ 01 803 2206
(please leave a message out of hours)

📍 Patient Liaison Service
Mater Misericordiae University
Hospital
Eccles Street, Dublin 7, D07 R2WY

Ombudsman

✉ complaints@ombudsman.ie
🖱 www.ombudsman.ie
☎ 01 639 5600
📍 Office of the Ombudsman
6 Earlsfort Terrace, Dublin 2, D02 W773



THE MATER
HOSPITAL



Patient Liaison Services
**YOUR FEEDBACK
IS IMPORTANT TO
US**



FEEDBACK

We would like to hear from you We want to provide safe and high quality services so that you receive the best possible care and treatment.

We are continually working to improve our services. You can help us to do this. We want to hear from you about your experience of using our services.

- ▶ What worked?
- ▶ What could we improve?
- ▶ What didn't work?

If you are an inpatient talk to the ward manager or the nurse in charge. Many problems can be resolved quickly by talking things through without the need for a formal complaint.

If you are an outpatient please ask the staff at the reception area to put you in touch with an appropriate member of staff to speak to.

Patient Liaison Department Our Patient Liaison Officers will be happy to help you to try and resolve your concerns informally or they can tell you more about the hospitals formal complaints procedure.

If you would rather make a written complaint When making a formal complaint it is helpful if you can provide as much detail as possible in writing. You should do this within 12 months of the event(s) concerned or within 12 months of becoming aware that you have cause to complain.

Writing your complaint You may find the following questions useful when writing your complaint:

- ▶ What happened?
- ▶ When did it happen?
- ▶ How did it happen?
- ▶ Who was involved?
- ▶ Where did it happen?
- ▶ Why did it happen?
- ▶ What would you like to happen as a result of your complaint?

Please give as much information as you can, including your name, address, date of birth and medical record number (MRN) if you know it.

If you are raising more than one concern, please use headings or number each point so we can be sure that we answer all of your concerns in our response.

Should you require support during the complaints process you can contact the Patient Advocacy Service on 0818 293003 or visit www.patientadvocacyservice.ie for free, independent and confidential support.

Sending your complaint You can send your formal complaint by letter or email to

Patient Liaison Officer
Patient Services Department,
Mater Misericordiae University Hospital,
Eccles Street, Dublin 7.

Email patientservices@mater.ie

What happens next? We will acknowledge your formal complaint within 5 working days. We will examine your complaint and do our best to respond to you within 30 working days. However, if we think that it will take longer than this, we will keep you updated every 20 working days after that to let you know what is happening. We might call you or ask to meet with you to hear more about your complaint.