



Complaints Policy for Children in Hospital Ireland

11.08.2020

Children in Hospital Ireland operates a complaints policy to ensure that all complaints are dealt with in a fair and courteous manner and that problems are resolved as quickly and efficiently as possible.

The organisation endeavours to ensure its complaints policy is made known to all stakeholders and that its complaint reporting form is readily available.

Scope of the policy:

This policy applies to members of the public and to specific bodies or individuals to whom Children in Hospital Ireland provides a service. The policy does not apply to staff or active volunteers in Children in Hospital Ireland. A separate policy and procedure is available for this purpose.

Policy statement:

Children in Hospital Ireland is committed to providing a high quality service to the hospitals where we provide a volunteer service and to other individuals and bodies interested in our work. We recognise that, from time to time, we may make mistakes, and that people may feel the service they have received from us, or tried to receive from us, is unsatisfactory and we provide this policy and procedure as a route to addressing the relevant issue.

We regard a complaint to be any expression of dissatisfaction about our service whether it is received verbally or in written form.

The following applies. We will:

1. Address reported dissatisfaction, quickly, effectively and fairly.
2. Facilitate and process a complaint that is relevant to the services we provide or the staff/volunteers who support those services.
3. Accept a complaint through a third party on behalf of a complainant provided they have consent to do so.
4. Take each complaint seriously, treat them equally, with sensitivity and in confidence.
5. Not respond to abusive or anonymous complaints.
6. Deal with a complaint in a fair, transparent and timely manner and seek a resolution at first point of contact when possible.
7. Respond to each complaint in writing (electronic or paper) and document and record all aspects of the complaint
8. Appoint a designated person to deal with the complaint and to manage the process through to resolution.
9. Keep the complainant updated on the progress of dealing with the complaint

10. Where appropriate, take corrective action to avoid re-occurrence of any problems identified.
11. Ensure that the complainant is aware of the full procedures for dealing with a complaint, including the right to appeal to a senior member of the organisation.

Complaints handling procedure

1. When a complaint is received by CHILDREN IN HOSPITAL IRELAND, we will record the nature of the complaint and issue an acknowledgement letter to the complainant within **one week** of receiving the complaint. The acknowledgement will provide the complainant with the **contact name** of who is responsible for dealing with the complaint.
2. CHILDREN IN HOSPITAL IRELAND will investigate the complaint as swiftly as possible and where applicable, the complainant will receive a regular written update on the progress of the investigation at intervals of not more than **3 weeks**.
3. CHILDREN IN HOSPITAL IRELAND will try to resolve the complaint within **8 weeks** of having received the complaint. If the complaint cannot be resolved within this period, CHILDREN IN HOSPITAL IRELAND will write to the complainant notifying them of the anticipated timeframe for the conclusion of the investigation.
4. Within **one week** of the conclusion of the investigation of the complaint, CHILDREN IN HOSPITAL IRELAND will issue a resolution letter detailing the outcome of the investigation. This letter will include, if applicable, an explanation of the steps being taken to ensure no recurrence of the offence.
5. If at any time the complainant is unsatisfied with the handling of their complaint or CHILDREN IN HOSPITAL IRELAND cannot resolve the complaint with the 8 week timeframe, the complainant will be notified of their right to refer the matter to the next appropriate level in the organisation.

What to do if you have a complaint

If you wish to make a complaint about any aspect of our work, you can make a complaint in writing or by telephone. Your complaint should be addressed to:

Anna Gunning, Chief Executive Officer

Children in Hospital Ireland

4-5 Burton Hall Rd

Sandyford

Dublin 18

Ph: 01 2903510

If you complain in person or over the phone, we will try to address your complaint informally in the first instance. If you wish to make a written complaint by e mail or by letter, your complaint will be logged in our complaints file and an individual will be designated to deal with it. The designated person will follow the procedure above.