



**Children  
In Hospital**  
Ireland (CIH)

Making hospital a happier place through play and advocacy

## Complaints Policy

Version 2022

(Next review date August 2024)

### **Children in Hospital Ireland**

Company registration number: 297192

Registered Charity Number: 20012632

CHY number: 6632

**Date of Adoption by Board:**

**August 2020**

**Revised and Approved November 2022**

**Children in Hospital Ireland**  
**Complaints Policy**  
**30.11.2022**

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 effectively 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 complaints by 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 its volunteer services are available and to other individuals and bodies interested in its work. The organisation recognises, however, that from time to time mistakes may be made, and that people may feel the service they have received or tried to receive from us is unsatisfactory. This policy and procedure is made available as a route to addressing such issues.

Children in Hospital Ireland considers complaints to be an opportunity to learn about the problems that may arise in practice in the operation of its services and to understand how they may be resolved and services improved.

In this policy, a complaint is considered to be any expression of dissatisfaction about any of the services of Children in Hospital Ireland, whether this complaint is expressed verbally or in written form.

Children in Hospital Ireland will:

1. Address reported dissatisfaction quickly, thoroughly and fairly.
2. Facilitate and process any complaint that is relevant to the services provided by Children in Hospital Ireland or the staff members/volunteers who support those services.
3. Accept a complaint through a third party provided they have received the complainant's consent to submit the complaint.
4. Take each complaint seriously and consider it objectively.
5. Treat all complaints equally, with sensitivity and in confidence.
6. Not respond to abusive or anonymous complaints.

7. Deal with a complaint in a fair, transparent and timely manner and, where possible, seek a resolution at first point of contact.
8. Respond to each complaint in writing (electronic or paper) and document and record all aspects of the complaint.
9. Appoint a designated person to deal with the complaint and manage the process through to resolution.
10. Keep the complainant updated on progress in dealing with the complaint.
11. Where appropriate, take corrective action to avoid re-occurrence of any problems identified.
12. 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 the person 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 **three weeks**.
3. Children in Hospital Ireland will try to resolve the complaint within **eight 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 there is no recurrence of the problem or omission that gave rise to the complaint.
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 eight-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 the work of Children in Hospital Ireland you can do so in writing or by telephone. Your complaint should be addressed to:

Anna Gunning, Chief Executive Officer

Children in Hospital Ireland

4–5 Burton Hall Road

Sandyford

Dublin 18

E-mail: [anna@childreninhospital.ie](mailto:anna@childreninhospital.ie) 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.