

Family/ Advocate Information Leaflet
Complaints Policy 017.077.6.0
Reviewed 23 June 2020



Complaints Policy

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Information Leaflet

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Sunbeam House Services is committed to providing a quality service for those supported within our services, their families, guardians and advocates.

Sunbeam House Services Complaints Policy was developed in line with the Health Service Executive (HSE) National Healthcare Charter “Your Service, Your Say”, to meet Sunbeam House Services responsibilities of ensuring that people who use the service, their families, and members of the public are aware of their right to make a complaint and their rights throughout the complaint process.

Complaints are regarded by Sunbeam House Services as an important source of information which helps us in improving our services.

Our complaints policy provides those we support, their families, guardians and advocates to make a complaint or raise any matter of concern, to the attention of the organisation.

By doing so, Sunbeam House Services are enabled to investigate matters of concern, with the aim of finding a satisfactory resolution for all involved and assist in the overall and continued improvement of the services provided by Sunbeam House Services.

Our full Complaints Policy can be found on our website, www.sunbeam.ie and is located within the “Publications” section.

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How can a complaint be made to Sunbeam House Services?

- In person
- By telephone
- By letter
- By email
- By making a video recording
- By making a voice recording

Who can make a complaint?

A person Supported by Sunbeam House Services or who has sought provision of such services can make a complaint.

A complaint can be made by a family member or advocate (third party), on behalf of any person who is being or was provided with a service from Sunbeam House Services, or who has sought provision of such service with the permission of the service user.

Are there any exclusions?

Yes, Section 48 of the Health Act 2004 explains that a complaint cannot be made about certain matters outlined within the Act, e.g. a matter that is or has been the subject of legal proceedings. A full list of these exclusions can be found under Appendix 1 of Sunbeam House Services full Complaints Policy.

Assisted Decision Making (Capacity) Act 2015 and Complaints

Under the Assisted Decision Making (Capacity) Act 2015 all persons are deemed to have capacity regarding their lives. On receipt of a third party complaint the manager will discuss the complaint with the client and ensure they are happy for the complaints process to proceed. They will confirm this verbally or in writing and document it.

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Should a client be deemed to lack capacity in the area of complaints, in line with The Assisted Decision Making Act guidelines the manager will proceed with the complaints process.

Who can I make a complaint to?

All Sunbeam House Services employees have an obligation to deal with complaints made to them using the guidance outlined in the organisations Complaints Policy and the HSE “Your Service Your Say” policy.

If the matter of complaint cannot be resolved at local level by the staff member, the complaint must be forwarded by staff to the appropriate Client Services Manager, for investigation, as part of the Client Service Managers role as an in-house Local Complaints Officer.

What are the stages of a complaint and what will happen at each stage?

Stage:	Description:	When to use:	Time period:	Person responsible:
1	Point of contact resolution	A complaint that is easy and quickly resolved and with the agreement of all parties involved/ named in the the complaint (Verbal). At this point the complaint may/ may not be escalated to a more senior manager and if a clinical issue, relevant clinician is to be included	As soon as possible	All staff
2	Formal Investigation	A complaint that will be managed through formal investigation.	Within 30 days and if not possible, with updates every 20 days	LCO or External Investigator
3	HSE Review	HSE formal review of management of complaint investigation, outcome and action plan proposed to complainant. This is invoked by the complainant or an advocate acting on behalf of the complainant.	At any time	HSE
4	Ombudsman Review	Formal review carried out by the Office of the Ombudsman into management of complaint investigation, outcome and action plan proposed to complainant. This is invoked by the complainant or an advocate acting on behalf of the complainant.	At any time	Ombudsman

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What are the time limits for making a complaint?

Section 47, Part 9 of the Health Act 2004 requires that:

“A complaint must be made within 12 months of the date of the action giving rise to the complaint, or

within 12 months of the complainant becoming aware of the action giving rise to the complaint.”

It is more difficult to investigate a complaint where the action giving rise to the complaint happened more than a year previously. It is important that any staff member taking such a complaint from a complainant explains that whilst SHS will endeavour to investigate the matters raised, it may be difficult to give a comprehensive response due to the passage of time.

The Local Complaints Officer (the CSM) and the Complaints Officer may extend the time limit for making a complaint if they believe special circumstances make it appropriate to do so.

Sunbeam House Services Contact Information:

Local Complaints Officer (CSM) contact details will be provided by staff where person receives their service.

Complaints Officer, Sunbeam House Services, Southern Cross House, Southern Cross Business Park, Boghall Road, Bray. 01 2868 451 or 086 7845 110

Sunbeam House Services website: www.sunbeam.ie

These are the ways the HSE can be contacted:

In Person: Talk to any member of HSE staff, located in your local HSE centre.

Online Form: Send your complaint through the online feedback form By Email: E-mail yoursay@hse.ie

By Letter: Send a letter to any HSE location. Staff can help you put your complaint in writing and find address for your local HSE office.



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By Phone: LoCall 1890 424 555: Your call will be answered by a staff member from the National Complaints Governance and Learning Team.

Contact the Confidential Recipient for Vulnerable Persons:

Leigh Gath,

By Phone: LoCall 1890 100 014

By Mobile: 087 6657269

By Email: leigh.gath@crhealth.ie



Leigh Gath

How to contact the National Advocacy Service for People with Disabilities:

By Phone: 0761 07 3000

By Email: info@advocacy.ie

By Letter:



National Advocacy Service for
People with Disabilities,
National Office,
C/O Citizens Information Board,
George's Quay House,
43 Townsend Street,
Dublin 2,
D02 VK65

These are the ways to contact The Office of the Ombudsman:

By Letter: Address is:

Office of the Ombudsman,
18 Lower Leeson Street,
Dublin 2,
D02 HE97



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By Phone: Phone Number: 01 639 5600 or Lo-call: 1890 223 030

By Fax: 01 639 5674

By Email: ombudsman@ombudsman.ie