

HSE Dublin Mid-Leinster Location 2		Analysis of Complaints 2015										Comments & Compliments		Notes for the month
Sunbeam House Services 01 274.4655		(i) Complaints received pending at end of last month	(ii) Complaints received this month	(iii) Total Complaints on hand current month	(iv) A full complaints excluded under Part 9 of the Health Act 2004	(v) Anonymous Complaints	(vi) Complaints dealt with informally	(vii) Complaints Withdrawn	(viii) Written complaints dealt with within 30 working days at Stage 2	(ix) Written complaints that took longer than 30 days to deal with	(x) Complaints Pending at end of Month	(xi) Complaints resolved through Mediation	(xii) Comments/ Suggestions	
Required field	January	16	3	19				7			12			
Required field	February	12	9	21				3	5		13			
Required field	March	13	5	18			2	1	1		14			
Required field	April	14	11	25			7	1			17	1		
Required field	May	17	8	25			4	1	1		19	1		
Required field	June	19	7	26		1	6		1		18			
Required field	July	18	11	29			6		1		22			
Required field	August	22	7	29			4	2			23			
Required field	September	23	6	29			4				25			
Required field	October	25	7	32			2		4		26			
Required field	November	26	12	38			5	1		11	21			
Required field	December	21	6	27			5		1		21			
Required field	Total	21	92	27	0	1	45	6	10	25	21	2	0	0
Required field	Jan - June	19	43	26	0	1	19	3	10	8	18	2	0	0
Required field	July - December	21	49	27	0	0	26	3	0	17	21	0	0	0

OPTION 1

Please note: the total number of complaints under all categories for a particular month will not add up to the total number of complaints. One complaint could raise a number of different issues and should therefore be included in different categories, e.g. a complaint about waiting time for a certain procedure and staff attitude/manner.

Complaints by Type [Please see below for samples of each heading.]																
	1. Access	2. Dignity and Respect	3. Safe and Effective Care	4. Communication and Information	5. Participation	6. Privacy	7. Improving Health	8. Accountability	9. Other	10. Clinical Judgement	11. Vexatious Complaints	12. Nursing homes / residential care for older people (65 and over)	13. Nursing homes and residential care age 64 and under	14. Pre-school inspection services	15. Trust in Care	16. Children First
Required field	January		3													
Required field	February		3		1				5							
Required field	March		1						4							
Required field	April	1	4						6							
Required field	May		3				1	1	3							
Required field	June		5				1		2							
Required field	July	1	3			1			5		1					
Required field	August		4		1				1							
Required field	September		2	1					2						1	
Required field	October			3	1			1	2							
Required field	November	3	8	3		1			1		1					
Required field	December		3						3							
Required field	Total	5	39	7	2	1	2	3	34	0	2	0	0	0	2	0
Required field	Jan - June	1	19	0	1	0	0	2	20	0	0	0	0	0	0	0
Required field	July - December	4	20	7	1	1	2	1	14	0	2	0	0	0	2	0

