



Sunbeam House Services

Complaints Policy

Family/ Advocate Information Leaflet

Policy Name	Department No.	Policy No.	Version No.	Full Policy No.	Policy Owner	Effective Date	Review Date	Page	CEO Approval
Complaints Policy Family Info Leaflet	017	077	7.0	017.077.7.0	QCT Manager	27 June 2023	27 June 2026	Page 1 of 7	<i>How come Complaints</i>

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/feedback

Policy Name	Department No.	Policy No.	Version No.	Full Policy No.	Policy Owner	Effective Date	Review Date	Page	CEO Approval
Complaints Policy Family Info Leaflet	017	077	7.0	017.077.7.0	QCT Manager	27 June 2023	27 June 2026	Page 2 of 7	<i>John O'Connell</i>

Who can make a complaint?

Any person who is supported by Sunbeam House Services (SHS) or who has sought 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 SHS, or who has sought provision of such service with the permission of the service user.

Who can I make a complaint to?

All Sunbeam House Services employees will listen to your concern and pass that information to the most appropriate person. SHS 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 to the appropriate Client Services Manager, for investigation, as part of the Client Service Managers role as an in-house Local Complaints Officer.

How can a complaint be made to Sunbeam House Services?

- In person
- Telephone
- Letter
- Email
- By making a video recording
- By making a voice recording

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.

Policy Name	Department No.	Policy No.	Version No.	Full Policy No.	Policy Owner	Effective Date	Review Date	Page	CEO Approval
Complaints Policy Family Info Leaflet	017	077	7.0	017.077.7.0	QCT Manager	27 June 2023	27 June 2026	Page 3 of 7	<i>How can I complain</i>

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.

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.

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.

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

Policy Name	Department No.	Policy No.	Version No.	Full Policy No.	Policy Owner	Effective Date	Review Date	Page	CEO Approval
Complaints Policy Family Info Leaflet	017	077	7.0	017.077.7.0	QCT Manager	27 June 2023	27 June 2026	Page 4 of 7	<i>John O'Connell</i>

Stage:	Description:	When to use:	Time period:	Person responsible:
1 (a)	Point of contact resolution (Informal)	A complaint that is easily and quickly resolved and with the agreement of all parties involved/ named in the complaint (Verbal or written).	Within 48 hours (2 working days)	All staff
1 (b)	Point of contact resolution (Informal)	A complaint that needs to be escalated to the LCO for management due to it issue not being resolved within 48 hours. At this point the complaint may/ may not be escalated to a senior manager (acting as LCO).	Acknowledge within 5 days and updates every 20 days. Dealt with ASAP.	LCO
2	Formal Investigation process	A complaint that will be managed through formal investigation. If requested by complainant refer to Stage 2 for investigation.	Within 30 days and if not possible, with updates every 20 days.	CCC or other as appointed by CEO.
3	Internal Complaint Review	Formal review of management of a complaint investigation, outcome and action plan proposed to complainant. This is invoked by the complainant or an advocate acting on behalf of the complainant.	Within 30 days of receiving outcome of stage 2 investigation. CRO has 20 days to complete review.	Complaint Review Officer (CRO)
4	Independent 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

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

Policy Name	Department No.	Policy No.	Version No.	Full Policy No.	Policy Owner	Effective Date	Review Date	Page	CEO Approval
Complaints Policy Family Info Leaflet	017	077	7.0	017.077.7.0	QCT Manager	27 June 2023	27 June 2026	Page 5 of 7	<i>How come Complaint</i>

Sunbeam House Services Contact Information:

Local Complaints Officer (CSM) contact details will be provided by staff where person receives their service or call reception on 01 286 8451

Complaints Officer, Sunbeam House Services, Southern Cross House, Southern Cross Business Park, Boghall Road, Bray.

Email: complimentsandcomplaints@sunbeam.ie

Phone: 086 7845 110

Website: www.sunbeam.ie/feedback

Raise a Concern

At SHS we understand there are times when clients, staff, and families may be concerned about identifying themselves when raising a concern or making a complaint. We want to ensure that this does not act as a deterrent. For this reason, we have engaged the services of an independent third-party service provider, Raiseaconcern to act as Confidential Contact Person on behalf of Sunbeam.

Raiseaconcern will:

- speak or correspond with you about your concern.
- listen to what you have to say, document your concern, and then then pass your concern to SHS, (withholding your identity from Sunbeam)
- intermediate between you and management on clarifications required and updates.
- provide you with updates and feedback when the process is dealt with.

Email: sunbeam@raiseaconcern.com

Phone: 086 029 9929

Website: www.raiseaconcern.com

Policy Name	Department No.	Policy No.	Version No.	Full Policy No.	Policy Owner	Effective Date	Review Date	Page	CEO Approval
Complaints Policy Family Info Leaflet	017	077	7.0	017.077.7.0	QCT Manager	27 June 2023	27 June 2026	Page 6 of 7	<i>How can I complain</i>

National Complaint Support Services

- **The Confidential Recipient for Vulnerable Persons:**

The Confidential Recipient is a person who acts as a voice and advocate for vulnerable people with a disability and for older people who wish to report a concern and or complaint. The Confidential Recipient is appointed by the HSE but is completely independent of the HSE. The confidential recipient will have the authority to review concerns and complaints reported to them.

Email: cr.office@crhealth.ie

Phone: 087 6657269

- **The National Advocacy Service for People with Disabilities:**

The National Advocacy Service (NAS) is an organisation which helps adults with disabilities. If you have a disability (physical or intellectual) one of the staff will help you with an issue you are having.

Email: info@advocacy.ie

Phone: 0818 07 3000

Website: www.advocacy.ie

- **The Office of the Ombudsman**

We examine complaints relating to public services in Ireland such as those from government departments, local authorities and the HSE.

Email: ombudsman@ombudsman.ie

Phone: 01 369 5600

Website: www.ombudsman.ie

Policy Name	Department No.	Policy No.	Version No.	Full Policy No.	Policy Owner	Effective Date	Review Date	Page	CEO Approval
Complaints Policy Family Info Leaflet	017	077	7.0	017.077.7.0	QCT Manager	27 June 2023	27 June 2026	Page 7 of 7	<i>John O'Connell</i>