

Concern and Complaint

- **Carrigoran House** management and staff are committed to taking all complaints and concerns seriously and dealing with such concerns promptly and effectively.
- **All staff** will be happy to advise on the complaints procedure and give direction to the appropriate person/department.
- **The complaints procedure**, including a step-by-step guide, is available in the Resident Handbook in each resident's room.
- **All are welcome** to raise concerns or complaints at Carrigoran House.

Process for Handling a Complaint or Concern

Step 1 – Discuss the complaint/concern with the Nurse on Duty/CNM

If the complaint/concern is not satisfactorily resolved

Step 2 – Discuss the complain/concern with the Director of Nursing

If the complaint/concern is not satisfactorily resolved

Step 3 – Discuss the complaint/concern with the CEO

If the complaint/concern is not satisfactorily resolved

Step 4 – Discuss the complaint/concern with the Independent Appeals Person (Information is available from DON/CEO)

If the complainant is unhappy with the complaints process or outcome

Step 5 – The complainant has recourse to contact the HSE and the office of the Ombudsman