



Saint John of God  
Community Services clg.

## **Kerry Services Policy 35**

### **Policy on the Management of Stakeholder Feedback, including Comments, Compliments and Complaints**

**in line with HSE “Your Service Your Say”**

Completed Nov 2024

THIS DOCUMENT OUTLINES ST JOHN OF GOD COMMUNITY SERVICES CLG.  
Kerry Services

**Policy on the Management of Stakeholder Feedback, including Comments, Compliments and Complaints  
in line with HSE “Your Service Your Say”**

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<b>Document drafted by</b>	PPPG
<b>Document approved by</b>	PPPG
<b>Responsibility for implementation</b>	All employees of Saint John of God Community Services Limited
<b>Responsibility for evaluation and audit</b>	Director of Human Resources, HR Manager and HR Officers including Operations
<b>Pages, incl. cover and signature</b>	18

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### **Scope of Policy**

This Policy relates to the handling of feedback provided by stakeholders for example service users, families, visitors, advocates, staff, members of the public, concerned persons and service providers about the provision of services, directly by St John of God Community Services clg (SJOGCS) or through the SJOGCS's contractual arrangements with other service providers (Statutory and Non Statutory). The scope of this document may be amended in light of future developments with contractual agreements and legislative requirements. This policy is in line with the HSE Your Service Your Say National Policy 2017. The guidance resource documentation which gives extensive information on all aspects of the HSE policy is available at

<https://www.hse.ie/eng/about/qavd/complaints/ysysguidance/ysysguidancefulltext.html>

Links to the HSE YSYS are also made under specific sections of this policy for ease of reference.

**Please refer to Saint John of God national Policy number 17: Policy on the Management of Stakeholder Feedback, including Comments, Compliments and Complaints in line with HSE “Your Service Your Say”**

### **Front Line Staff**

- Ensure they are aware of SJOGCS17, (Policy on the Management of Stakeholder Feedback including Comments, Compliments and Complaints in line with HSE Your Service Your Say)
- Participate in training including e-learning (HSEland)
- Manage a complaint in a timely manner either by dealing with it at the point of contact in line with the policy or forwarding same to the Front Line Supervisor within 48 hours
- Inform Front Line Supervisor/designate of the complaint at the earliest possible time
- Participate in the investigative process of a complaint on the request of a Complaints Officer/ Review Officer
- Supporting and facilitating improvement initiatives within their service
- Providing data relevant to complaints to Services' Managers and Regional Management Teams as required
- Providing information and supporting stakeholders to understand the policy and process using accessible formats
- Ensure an accessible copy, which is in a format meaningful to the service users in that location, of the Policy on the Management of Stakeholder Feedback, including Comments, Compliments and Complaints in line with HSE Your Service Your Say is displayed in a prominent position in the centre.

### **Front Line Supervisor/Line Manager**

- The Front Line Supervisor/Line Manager is responsible for overseeing and resolving complaints at Stage 1 and if they are assigned the role of Complaints Officer they are responsible for taking on Complaints at Stage 2
- The Front Line Supervisor/Line Manager is responsible for maintaining a Complaints Log and/or inputting at Stage 1 to the Complaints Management System (CMS) (when

available). Copy of this is sent or communicated with Complaints Officers for this specific location.

- Where complaints are not resolved at point of contact, the Front Line Supervisor / Line Manager escalates these to the Complaints Officer (see local database of Complaints Officers)
- The Front Line Supervisor/Line Manager (who in some cases may also take on the role of Complaints Officer) will ensure that:
- All staff members in the location are aware of the Policy on the Management of Stakeholder Feedback, including Comments, Compliments and Complaints in line with HSE Your Service Your Say.
- Service-users have access to advocacy services for the purposes of making a complaint.
- An accessible copy which is in a format meaningful to the service users is displayed in a prominent position in the centre.
- Each service user and their family are aware of the Policy on the Management of Stakeholder Feedback, including Comments, Compliments and Complaints in line with HSE Your Service Your Say.

### **Complaints Officer (PIC, Co-ordinator or Line Manager equivalent)**

- For the purpose of the implementation of this policy, the statutory roles and responsibilities of the Complaints Officer is to:
- Complete relevant training.
- Ensure service user friendly information on how to offer feedback and, in particular, on how to make a complaint is widely available throughout there are of responsibility.
- Ensure that the complaints management process is implemented and being adhered to in their area and that the rights and legitimate interests of service users and staff are protected.
- Support staff and stakeholders in the implementation of the complaints management process.
- Identify non excluded matter of the complaint and investigate.
- Ensure that any risks identified as part of a complaint are assessed and immediately notify the Complaints Manager /relevant Accountable Officer of any high risk complaints to ensure appropriate investigation and learning.
- Inform relevant parties of decision to extend or not extend time frames.
- Find resolution of the complaint using approaches identified in the policy and Guidance Manual and through implementation of the complaints management process.
- Investigate and conclude within 30 working days or inform Complainant of delay and update every 20 days.
- Advise a person if a finding in the report is adverse to that person and afford them the opportunity to consider the finding and to make representations in relation to it.
- Make recommendations, which may also support organisational learning and improvement.
- Provide Complainant and Accountable Officer (Programme Manager) with a report on the complaint investigation.
- Advise the stakeholder that they may seek a review of the complaint by requesting a SJOGCS Internal Complaint Review (Stage 3) or by contacting the HSE and/or Office of the Ombudsman/Ombudsman for Children's Office (Stage 4).

- Where a complaint is withdrawn the Complaints Officer may bring this to the attention of the relevant Accountable Officer to determine if the investigation should continue.
- Determine the overall effectiveness of the complaints management process within their area of responsibility.
- Generate anonymised complaints data and disseminate this information as appropriate.
- Submit reports generated from the Complaints Log or CMS (when available) for Comments, Compliments and Complaints to the Complaints Manager/relevant Accountable Officer.
- Is responsible for ensuring all complaints not resolved locally are managed in line with this policy.

## **Accountable Officer (Programme Manager equivalent)**

The Accountable Officer will receive a copy of the complaint investigation report from the Complaints Officer setting out the findings and the recommendations. The Accountable Officer will then:

- Be a champion for the feedback process including the complaints management process through an active and visible leadership role with key involvement in education, training and reporting arrangements.
- Be responsible for the routine monitoring and review of the Organisation's feedback process including the complaints management process which is necessary to ensure and assure that the system works in line with the HSE Your Service Your Say and the SJOGCS Policy on the Management of Stakeholder Feedback, including Comments, Compliments and Complaints in line with HSE Your Service Your Say.
- Write to the Complainant and Complaints Officer within 30 days detailing their Recommendation Action Plan, and advise if any recommendation(s) are rejected, amended or if alternative measures are being taken and set out the reasons for the decision
- Ensure recommendations are implemented.
- Advise the Complainant of the suspension of implementation of recommendations where a request to review the outcome of the complaint investigation has been received.
- Ensure that any person who has made a complaint is not adversely affected by reason of the complaint having been made.
- Provide an overview and update on the management of stakeholder feedback to Senior Management Teams, in relation to key performance indicators in line with national feedback data returns.
- Ensure that the lessons learned from feedback including complaints are used to improve the service and are implemented.
- Promote a process of assurance through the generation of summary reports following Stage 3 SJOGCS Internal Complaint Reviews and generating/sharing reports on the management of complaints by their area and the learning achieved as a result of same in conjunction with Review Officers. This data will be reviewed through the Quality and Safety Monthly meeting.

## **Review Officers (Programme Manager from another location equivalent)**

Review Officers are appointed in line with the Health Act 2004 (Complaints) Regulations 2006. Upon an application for review being made the Complaints Manager will appoint a Review Officer to review the recommendations made by Complaints Officers after the investigation of a complaint. It is the role of the Review Officer to;

- Engage with the Complainant as appropriate throughout the review process
- Determine the appropriateness of the recommendations by reviewing the processes used to investigate the complaint and having regard to all aspects of the complaint and its investigation
- Uphold, vary or make a new recommendation

- Complete the review within **20** working days. A Review Officer may request in writing an extension and indicate the additional time considered necessary for completion
- Prepare a report on the review and circulate same as appropriate under the SJOGCS Policy on The Management of Consumer Feedback, including Comments, Compliments and Complaints
- Advise a person if a finding in the report is adverse to that person and afford them the opportunity to consider the finding and to make representations in relation to it
- Advise the stakeholder that they may seek a further review of the complaint by contacting the HSE and/or Office of the Ombudsman/Ombudsman for Children's Office
- Complete relevant training.

### **Complaints Manager (Operations Manager equivalent)**

For the purpose of the implementation of this policy, the role and responsibility role of the Complaints Manager is to:

- Be a champion for the feedback process including the complaints management process through an active and visible leadership role with key involvement in education, training and reporting arrangements.
- Be responsible for the routine monitoring and review of the Organisation's feedback process including the complaints management process which is necessary to ensure and assure that the system works in line with the HSE Your Service Your Say and the SJOGCS Policy on the Management of Stakeholder Feedback including Comments, Compliments and Complaints in line with HSE Your Service Your Say.
- Ensure processes are in place to support all staff to understand how complaints are handled. (As per S.I. No. 367 of 2013. Health Act 2007 - *Upon receipt of a request for a review, appoint a Review Officer to review the recommendations made by the Complaints Officer.*)
- *(3)The registered provider shall nominate a person, other than the person*
- *nominated in paragraph 2(a) to be available to residents to ensure that:*
- *(a)all complaints are appropriately responded to; and*
- *(b)the person nominated under paragraph 2(a)1 maintains the records specified under paragraph (2)(f)2)*
  - 1 (2) The registered provider shall ensure that –
  - a person who is not involved in the matters the subject of complaint is nominated to deal with complaints by or on behalf of residents;
  - 2(2) The registered provider shall ensure that –
  - (f) the nominated person maintains a record of all complaints including details of any investigation into a complaint, outcome of a complaint, any action taken on foot of a complaint and whether or not the resident was satisfied.
- Ensure that the relevant Accountable Officer (Programme Manager from the appropriate location) is aware of the review request and the recommendations made by the Complaints Officer.
- Upon notification from a Complaints Officer ensure that any risks identified as part of a complaint are notified to the Accountable Officer to ensure high risk complaints are appropriately assessed and investigated and that learning is achieved.

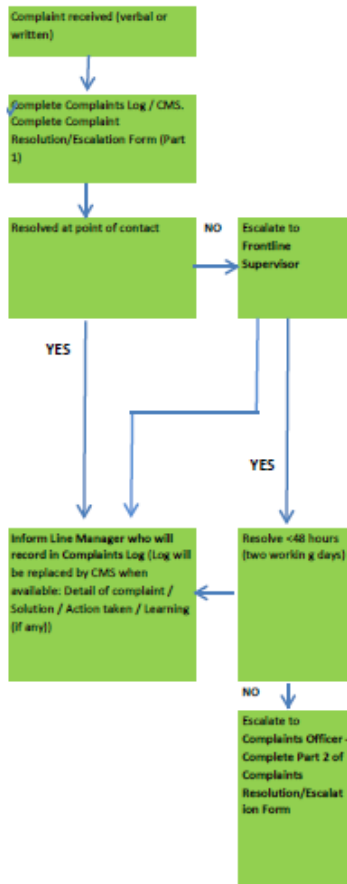


- If a complaint is made against a Complaints Officer the complaint is escalated to the Complaints Manager
- Determine the overall effectiveness of the complaints management process for their region.

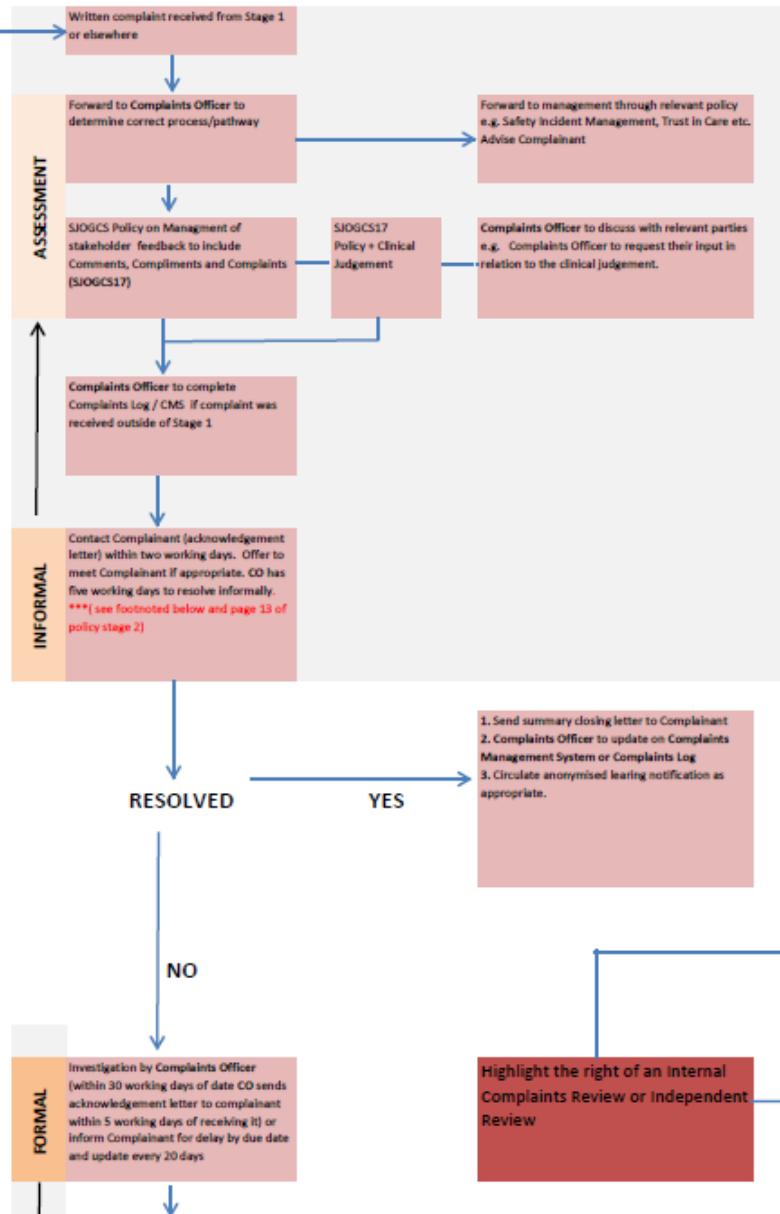
## **Regional Director**

- The Regional Director acts as the Appeals Officer
- The Accountable Officer will liaise with the Regional Director regarding some recommendations if there are resource implications
- Ensure through the Quality and Safety Executive meetings that complaints and trends data are managed in line with the policy and reviewed at those meetings.
- Will receive red rated risks arising through the Complaints process and ensure they are managed on the Regional Risk Register.

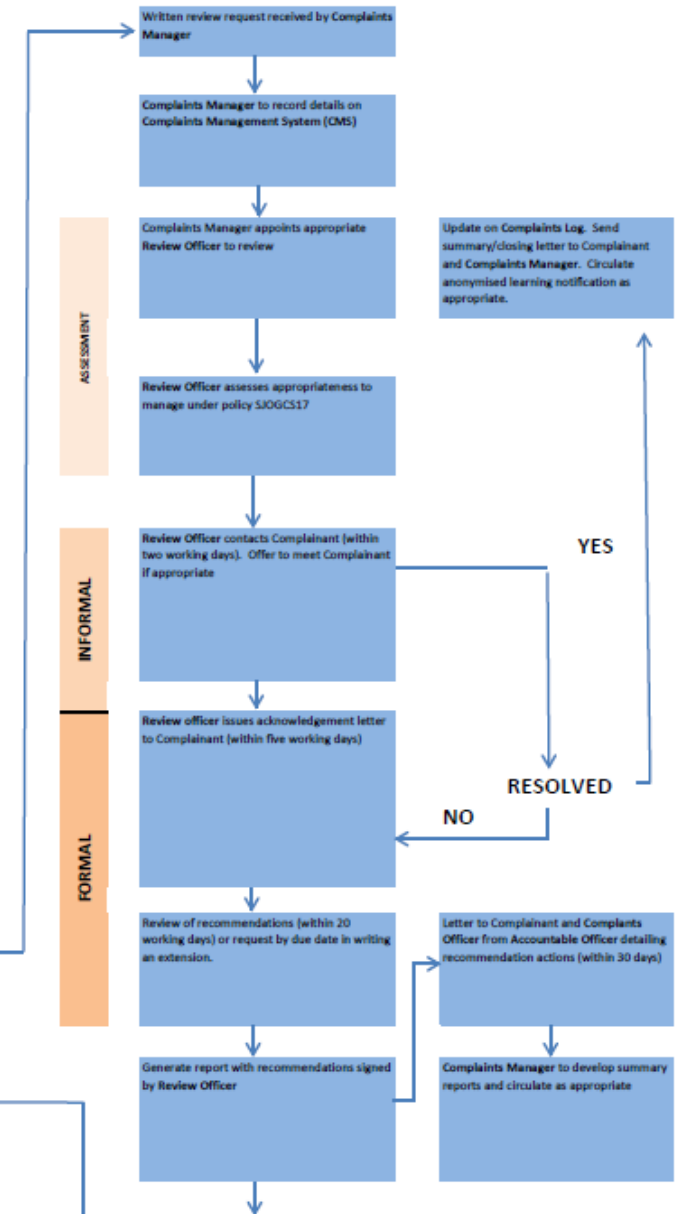
### Stage 1: Point of Contact Resolution



### Stage 2: SJOGCS Formal Investigation



### Stage 3: SJOGCS Internal Complaint Review



**Appendix 1**  
**POINT OF CONTACT COMPLAINT RESOLUTION / ESCALATION FORM**

**PART 1 COMPLAINT RESOLUTION**

**Complainant Details**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Telephone: \_\_\_\_\_  
Email address: \_\_\_\_\_

Brief overview of Complaint:

Who was involved? (Please list all persons involved including patient/service user or staff member details)

Date of Resolution:    /    /

Staff Name ( Dealing with Compliant)	Email:
Service Location:	
Contact Tel:	
Signature:	
Date: xx/xx/xxxx	

Form to be completed in full and given to Front Line Supervisor / Line Manager

## PART 2 COMPLAINT ESCALATION\*

What outcome would the complainant wish to result from their complaint?

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To be completed by Complainant:	Name:	
Signature:	Date:	Consent given (Yes/No)





### Front Line Supervisor / Line Manager

Briefly describe why complaint was not resolved at point of contact:	Name of Front Line Supervisor / Line Manager:
	Service Location:
	Contact Tel:
	Email:
	Signature:

*\*Please note when submitting Part 2 to the Complaints Officer **ensure Part 1 is also attached.***

Form to be completed in full and given to Complaints Officer



	<b>Name of the Service:</b>
	<b>Name of the Location:</b>
	<b>Date of Experience that this <sup>1</sup>feedback relates to:</b>
<b>St John of God Community Services clg, staff use only</b>	
<b>Date Received:</b>	
<b>Comments/Compliments/ Complaint number:</b>	
<b>Location:</b>	
<b>Complaints Officer:</b>	
	<b>Please select the type of feedback you wish to provide:</b>  Comment <input data-bbox="903 1570 997 1615" type="text"/> Compliment <input data-bbox="903 1630 997 1675" type="text"/> Complaint <input data-bbox="903 1704 997 1760" type="text"/>

<sup>1</sup> Your feedback is important to St John of God Community Services clg. It helps us to **improve our services**. If you have a **comment**, **compliment** or **complaint** please let us know





Please give your feedback here:

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Your name:



Your address:



Your telephone number:




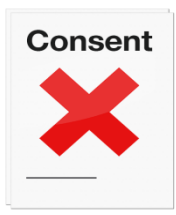
Your email address:




Date you completed this form:

If your feedback is a complaint, St. John of God Community Services needs your consent to look at your personal information. Refusing access to your personal information may impact on the completion of the investigation of your complaint.



 	<p>I give St John of God Community Services permission to access my personal information.</p> <p>Please tick YES: <input type="checkbox"/> NO: <input type="checkbox"/></p>
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	<p>Signature:</p>
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## Appendix 3 : Accessible Service User Consent Form









### Service User Consent Form

*(to be completed with the service user if the complaint was made on their behalf)*

Name: \_\_\_\_\_

Date: \_\_\_\_\_ Complaint Reference No: \_\_\_\_\_

Do you know who has made the complaint on your behalf?	  Yes or No (Please Circle)
Have you been given information on what the complaint is about?	  Yes or No (Please Circle)
Do you give permission for (name of complaints/review officer) to look at your personal information for the purpose of the investigation	  Yes or No (Please Circle)
Do you give permission for (name of complaints/review officer) to send information and receive information from (name of the complainant) on your behalf	  Yes or No (Please Circle)
I give my consent for this review to happen	  Yes or No (Please Circle)
I do not give my consent for this review to happen	  Yes or No (Please Circle)

Signature of Service User \_\_\_\_\_ Signature of Representative where appropriate \_\_\_\_\_



## Signature Page

I have read, understand and agree to adhere to the attached Policy and Procedure:

[illegible]