



# Feedback, Compliments & Complaints Information Leaflet

OSPIDÉAL SAN SÉAMAS  
ST JAMES'S HOSPITAL



St James's Hospital welcomes all feedback including complaints, concerns, and compliments. The hospital is committed to listening, responding to, and learning from people's experiences to improve the services the hospital provides. You can raise your concerns immediately by speaking to the person in charge of your care e.g. the doctor, nurse in charge, or department manager.

Feedback may be a suggestion on how to improve a service or an opportunity to say thank you to staff, and will be shared with the service managers and clinicians for the purpose of learning and improving. A complaint is an expression of dissatisfaction which will be formally reviewed and a response provided to the complainant. The Patient Experience Office manages both feedback and complaints on behalf of the hospital.

## What you can expect from the complaint process

- Your concerns will be listened to
- An opportunity to help others by bringing issues of concern to hospital staff's attention
- An apology, information or explanations where applicable
- Services will learn from the complaint and make improvements
- Safety or safeguarding issues will be reported in accordance with hospital policy

## Matters not covered within the complaints process

The hospital's policy for managing complaints is based on Part 9 of the Health Act 2004 that excludes some matters from the complaints process. Including but not limited to:

- Matters of clinical judgement. While excluded, we do our best to address your concerns and provide the information you seek
- Matters that have been brought before another complaints procedure
- Legal matters and matters of compensation. These are managed by the Legal Office.
- Matters relating to disciplinary procedures, grievance procedures, staff recruitment and contract of employment at St James's Hospital.
- Matters that could prejudice an investigation being undertaken by an Garda Síochána

## What is the time limit for making a complaint?

You should complain within 12 months of the event concerned or within 12 months of becoming aware that you have reason to complain. Our complaints Manager has discretion about this time limit if there are good reasons why you could not have complained earlier.

## You can provide feedback or make a complaint by contacting the Patient Experience Office:

**Address:** The Complaints Officer  
The Patient Experience Office  
Quality and Safety Improvement Directorate  
St James's Hospital  
Dublin 8

**Email:** [patientfeedback@stjames.ie](mailto:patientfeedback@stjames.ie)

**Telephone:** 01 4103361 or 01 4284248

**We ask patients and relatives not to come in person to the Patient Experience Office but to provide feedback using the contact details provided above.**

## When making a complaint please provide the following information:

- Your name, address, date of birth, telephone number or email
- A summary of your complaint. Please include your main concerns, people involved, date, location and the outcome you would like to achieve
- Please use a personal email address when corresponding by email as this office does not share information using emails that belong to an organisation or business

## On receiving your complaint, the hospital will:

- Acknowledge we have received your complaint within 5 working days
- Review and manage your complaint in accordance with the Hospital's Complaints Policy
- Endeavour to provide a response within 30 working days. If this is not possible we will let you know in writing that more time is needed to complete the review
- We will send a formal response to your complaint by postal letter, not by email
- The hospital may offer you a meeting to discuss your concerns with staff
- If you have made the complaint on behalf of a patient, we will ask for their consent to review the complaint and allow us to share the response with you

## Confidentiality

- Please do not worry about making a complaint or making your concerns known. Making a complaint will not affect how you are treated
- All information related to complaints is confidential
- Records related to complaints are stored on a secure information system, not in a patient's healthcare record

## Advocacy

A free, independent, and confidential service is available if you need help making a complaint.

Contact details for the Patient Advocacy Service:

**Address:** Patient Advocacy Service  
Level 3 | Rear Unit |  
Marshalsea Court |  
22/23 Merchant's Quay | Dublin 8  
D08 AEY8

**Telephone:** 0818 293003

**Email:** [Info@patientadvocacyservice.ie](mailto:Info@patientadvocacyservice.ie)

## Unresolved Complaints

If having reflected on the response provided to you by the hospital, you are dissatisfied with the management of your complaint or the findings of the response provided, you have the right to request an Internal Review of the hospital's management of your complaint.

If you are considering making such a request, please contact the Patient Experience Office and we will provide further information about the process. Please contact us within 30 days of receiving the hospital's response.

You may escalate the complaint to the Office of the Ombudsman for an independent external review at any stage.

<b>Address:</b>	The Office of the Ombudsman	Ombudsman's Office for Children
	6 Earlsfort Terrace, Dublin 2, D02 W773.	Millennium House, 52-56 Great Strand Street Dublin 1. D01 F5P8
<b>Phone:</b>	+353 1 639 5600.	
<b>Email:</b>	<a href="mailto:complaints@ombudsman.ie">complaints@ombudsman.ie</a>	
<b>Website:</b>	<a href="https://www.ombudsman.ie">https://www.ombudsman.ie</a>	<a href="http://www.oco.ie/">http://www.oco.ie/</a>