



Cashel Medical Centre

Practice Information Leaflet Complaints Policy

Date implemented: 01/09/2024

Planned review date: 01/09/2025

We know that we can make mistakes or fail to meet expectations. Patients/families and carers will sometimes express dissatisfaction with the service/ care provided at our practice.

It is our practice policy to do our best to resolve complaints as quickly as possible. Each member of staff has a duty to listen to our patients' concerns. Learning from comments, suggestions, and complaints helps us to improve the care we provide.

We want to continuously improve the quality of our patients' experience of their care and treatment, and will implement changes in response to shortcomings where at all possible and in a timely manner.

Apology

It is the policy of this practice to offer an apology when we have failed to meet our commitments to patients.

Managing complaints

Our practice team will take all complaints seriously and will handle them appropriately, sensitively, and in confidence. We believe in resolving complaints at the earliest possible opportunity.

Our practice team will treat feedback, both positive and negative, with courtesy respect and efficiency. We expect patients to show courtesy to our staff when making a complaint.

The Practice has appointed a person responsible for handling complaints appropriately, known as the "Complaints Lead". Our Complaints Leads are Dr. Halley, Dr. Cooney & Dr. Gannon.

Anonymous Complaints

In the interest of fairness, we cannot investigate anonymous complaints.

Principles

The principles underpinning our policy are outlined below.

Fairness and Equity

The investigation of complaints will be fair and transparent, and patients should not fear recrimination for raising an issue of concern to them. A consistent and standardised approach will be adopted for the management of all complaints.

Respect

We will treat patients and families with respect and dignity as we also expect to be treated by patients and their families.

Accessibility

We will publicise our policy and make it accessible to patients and their families. We will pay special attention to the needs of people with special requirements e.g. older people, children, people with physical and sensory disability, literacy issues and disadvantaged groups.

Effectiveness and Efficiency

We will try to resolve all complaints effectively and within clearly stated timeframes without compromising your care.

Impartiality

We will deal with all complaints in an impartial manner. People who make a complaint will have the opportunity to be heard and complaints will be investigated without prejudice to either the person who complains, the doctor or member of staff.

Confidentiality

We will treat all information obtained through the course of complaint management in a confidential manner and meet the requirements of Data Protection legislation.