



## **Complaints**

While we strive to ensure that our services are delivered to the highest possible standards, there may be times when you are not happy with some aspect of the service provided, please bring this to our notice. If you have cause to complain about your treatment, you should speak to a member of staff. In many cases, your problem will be resolved right away.

### **Hospital Policy on Patients Complaints**

It is Hospital Policy to ensure that all complaints are dealt with in a prompt and courteous manner. A complaint may be verbal or written and the Hospital has a standard complaint form for this purpose, a copy of which may be had on request.

### **Making a Complaint**

A person wishing to make a complaint may do so to any member of staff who will record the details and pass them to the relevant Department Manager for investigation and follow up. The complaints/query person for Barringtons Hospital is The Human Resources Manager/ General Hospital Administrator.

Complaint may be made verbally or in writing to any member of staff, or electronically to “complaints@bhl.ie”.

A complainant will receive a written or verbal acknowledgement within 5 working days, unless the urgency attaching to the matter requires an earlier response

We will investigate all complaints within 28 working days. We will issue a clear written response to every formal written complaint