

# **PATIENT INFORMATION**

## **A Guide to the Complaints Procedure**

### **Who can complain**

Anyone who uses our service has the right to experience a high standard of care. However, it is possible for things to go wrong. You are entitled to complain if you feel dissatisfied with the level of care you have received, or you feel you have received a standard of care which is below your expectations.

Taking the time to complain will ultimately benefit all patients who use our service and facilities.

### **How to make a complaint**

We will manage your complaint in strict confidence. You can speak to the staff member you are dealing with or ask to speak to a site manager and hopefully your complaint can be resolved there and then. Should you find it difficult to approach an individual staff member about your concern, or you wish to make a formal complaint, please write to us and include the full details of your concerns, the date you attended our facilities and the location of the service you attended. Please include your full name, address and telephone number so that we can contact you.

Please address your letter to the Quality Department at the address given below.

### **How is your complaint dealt with?**

Again, please be assured that all complaints are handled confidentially. We will contact you to notify you that your complaint has been received. We will then investigate the details of the complaint locally. We may need to access and review your data, depending on the nature of your complaint. We will provide a written response to you within 20 working days. In the event that the complaint requires a lengthier investigation, which will delay the response, we will notify you of same.

### **If you're dissatisfied with the response**

Most responses that you receive from the us will alleviate your concerns. However, if you remain dissatisfied you have the right to have your complaint escalated to the Head of Patient Safety and Quality or Managing Director.

You should do this within 4 weeks and should include your reasons for your continued dissatisfaction. Your request for a review will be considered and you will be informed of all decisions made in writing.

Please note that patient advocacy services are available should you wish to seek further support regarding your complaint. For public funded patients please contact the **Office of the Ombudsman** at 6 Earlsfort Terrace, Dublin 2, D02 W773 and for general concerns email the Health Information Quality Authority (HIQA) on [concerns@hiqa.ie](mailto:concerns@hiqa.ie).

### **Comments and Suggestions**

In addition to complaints, we welcome your feedback - both negative and positive - on our services. We would be grateful if you could take the time to complete our online survey, accessed via the QR Code available onsite or via the patient feedback button on our website [www.alliancemedical.ie](http://www.alliancemedical.ie).

### **Further Information**

For further information about the Complaints Procedure please contact the imaging centre. Alternatively you can contact our Head Office at the following address:

Quality Department  
Alliance Medical Head Office  
Portal House  
Raheen Business Park  
Raheen  
Limerick