

Dunshaughlin Care Home, encourages and supports any individual with a concern to raise it in the following manner.

- **Mercy Thomas**, Director of Nursing, Dunshaughlin Care Home, is the nominated complaints officer to investigate complaints. However, complaints can be made to any member of staff.
- Complaints are investigated and concluded, as soon as possible, no later than 30 working days after receipt of the complaint.
- The complainant (**YOU**) will be provided with a written response informing whether or not the complaint has been upheld, the reasons for that decision, any improvements recommended and further details of the review process.
- **Divya Steephen**, Director of Nursing, Oakwood Lodge Nursing Home is the nominated Review Officer. Should a review be requested at the decision in the point above, this will be conducted and concluded, as soon as possible and no later than 20 working days after the receipt of the request for review by the Review Officer.
- The complainant (**YOU**) will be provided with a written response informing the complainant of the outcome of the review.
- The complainant (**YOU**) will be provided with a written response in the event that the timelines set out cannot be complied with and the reason for any delay in complying with the timeline.
- If you have complained to us and you are not satisfied with our decision on your complaint you are open to contact the Office of the Ombudsman (*details below*).

REMEMBER: You are welcome to bring a representative or friend with you to any meetings held in the home. If, at any stage during the process of making a complaint, you wish to receive assistance or access to an advocate, you may contact Advocacy Services (SAGE, Patient Advocacy Services).

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