

## Church Street Medical Centre

Moate, Co. Westmeath, N37 H9Y4

Tel.: 090 6481130 Fax: 090 6482013

Email: [info@churchstreetmedical.ie](mailto:info@churchstreetmedical.ie) Healthmail: [moatemedicalcentre.gp@healthmail.ie](mailto:moatemedicalcentre.gp@healthmail.ie)

Web: [www.churchstreetmedicalcentre.ie](http://www.churchstreetmedicalcentre.ie)

### How to make a non-clinical complaint:

There are a number of ways to make a non-clinical complaint:

- Fill out a form and leave it for the attention of the Manager
- Send a letter to: Church Street Medical Centre, Moate, Co Westmeath N37 H9Y4 or
- Send us an email on [info@churchstreetmedical.ie](mailto:info@churchstreetmedical.ie)

In the interests of fairness, we cannot deal with anonymous complaints. If you want us to deal with your complaint, you must give us your name and contact details. When we investigate a complaint, we treat everyone with dignity and respect, and we should ask you to do the same as we proceed.

- We will try to resolve your complaint as quickly as possible.
- We will let you know that we have received your complaint.

We take patient confidentiality very seriously. If you want to make a complaint but you are not the patient involved, we will need written consent/permission from the patient to say that you can deal with the complaint and that we can discuss their medical details with you. We aim to have looked into the written complaint within a period of 10 working days from receipt of the complaint.

You will receive a written answer, or we may ask you to meet us to discuss your complaint.

Some complaints are serious or complicated and mean that we will have to investigate. If this arises, we will tell you.

We will tell you how the investigation will work, who will be in charge and how long it will take. If we need to do an investigation, we will aim to finish it in 30 days. If we think it will take longer, we will tell you why and we will talk to you about this. You will be able to talk to us about the process.

When we investigate a complaint, we try to :

- treat everyone involved with courtesy and respect
- find out what happened and what went wrong and why
- identify any frivolous or vexatious complaints that are without merit
- give you the opportunity to discuss the problem with the staff member(s) involved
- give you an apology if this is the right thing to do
- take steps to make sure that the problem does not happen again.

We hope that we will be able to resolve your complaint quickly and to your satisfaction. Sometimes we might need help and we may organise this with you. For example, we may suggest mediation, which is help from an independent third party to resolve the issue.

We will answer your complaint in writing or in person and if there is an investigation, we will send you a final response when the investigation is over. If you are not happy about the response you receive there are several other organisations where you may bring your complaint:

**HSE:** Email: [yoursay@hse.ie](mailto:yoursay@hse.ie) Website: [www.hse.ie](http://www.hse.ie) Infoline: 1850 24 1850

Address: Oak House, Millenium Park, Naas, Co Kildare.

**Office of the Ombudsman:** Email: [info@ombudsman.ie](mailto:info@ombudsman.ie) Website: [www.oco.ie](http://www.oco.ie) Infoline: 01 639 5600

Address: 18 Lower Leeson Street, Dublin 2.

**Ombudsman for Children:** Email: [oco@oco.ie](mailto:oco@oco.ie) Website: [www.oco.ie](http://www.oco.ie) Infoline: 1800 20 20 40

Address: Millenium House, 52 – 56 Great Strand Street, Dublin 1.

**Medical Council:** Email: [info@mcirl.ie](mailto:info@mcirl.ie) Website: [www.medicalcouncil.ie](http://www.medicalcouncil.ie) Tel: 01 4983100

Address: Kingram House, Kingram Place, Dublin 2.

**Nursing & Midwifery Board of Ireland (NMBI):** Email: [complaints@nmbi.ie](mailto:complaints@nmbi.ie) Website: [www.nmbi.ie](http://www.nmbi.ie)

Tel: 01 639 8500 Address: 18 – 20 Carysfort Avenue, Blackrock, Co Dublin.

**The Data Protection Commissioner:** Tel: 0578 684 800 Website: [www.dataprotection.ie](http://www.dataprotection.ie)

Address: Data Protection Commission, 21 Fitzwilliam Square South, Dublin 2 DO2 RD28.