

## LEXINGTON HOUSE COMPLAINTS PROCEDURE



**Our policy is to promote excellence in care and service.**

Lexington House encourages all its users to verbalize their concerns and takes this matter very seriously. If you have cause for complaint, it should be directed to the Nurse in Charge on duty at time of incident.

If you are unhappy with the nurse's response then contact:

<b>Director of Nursing/Complaints Officer</b>	Filipe Cura	<b>Email:</b> <a href="mailto:Filipe@lexingtonhouse.ie">Filipe@lexingtonhouse.ie</a>
<b>Address:</b> Monastery Road, Clondalkin, Dublin 22, Co. Dublin D22FN2		<b>Contact:</b> (01) 2210150

**Our policy for dealing with complaints is as follow: We listen and document the complaint; we fully investigate the issue and take action where required, we communicate the outcome and any actions taken to the complainant.**

When you make a formal complaint in writing, Lexington House will acknowledge receipt of this within 5 working days. A written report of complaint and outcome will be issued no longer than 30 days. You may be asked for more details during the investigation.

If you are unhappy with outcome, contact:

<b>Complaints Review Officer</b>	Shannon Delany	<b>Email:</b> <a href="mailto:HR@lexingtonhouse.ie">HR@lexingtonhouse.ie</a>
<b>Address:</b> Monastery Road, Clondalkin, Dublin 22, Co. Dublin		<b>Contact:</b> (01) 2210150

The review is conducted and concluded, as soon as possible and no later than 20 working days after the receipt of the request for review. A written report of the review be issued to you.

<b>The Registered Provider Representative</b>	Matthew McCormark	<b>Email:</b> <a href="mailto:matt@lexingtonhouse.ie">matt@lexingtonhouse.ie</a>
<b>Address:</b> Monastery Road, Clondalkin, Dublin 22, Co. Dublin		<b>Contact:</b> (01) 2210150

The registered provider shall provide an accessible and effective procedure for dealing with complaints, which includes a review process, and dissemination of the complaints' procedure.

If you have complained to us and you are not satisfied with the outcome of your complaint, it is open to you to contact the **OFFICE OF THE OMBUDSMAN**. The Ombudsman provides an impartial, independent and free service. You can make a complaint online using the online complaint form: [www.ombudsman.gov.ie](http://www.ombudsman.gov.ie)

<b>Office of the Ombudsman</b>	<b>Email:</b> <a href="mailto:ombudsman@ombudsman.gov.ie">ombudsman@ombudsman.gov.ie</a>	
<b>Address:</b> 18 the Lower Leeson Street, Dublin 2	<b>Contact:</b> 1890223030/ (01)6395600	

The complainant may wish to contact:

<b>Health Information &amp; Quality Authority</b>	<b>Email:</b> <a href="mailto:concerns@hiqa.ie">concerns@hiqa.ie</a>	
<b>Address:</b> Unit 1301, City Gate, Mahon, Co.Cork	<b>Contact:</b> 0212409646	

<b>Health Service Executive</b>	<b>Email:</b> <a href="mailto:cho7.complaints@hse.ie">cho7.complaints@hse.ie</a>	<b>Contact:</b> 045 880400
<b>Address:</b> Older Persons Complaints Officer Community Healthcare – Dublin South, Kildare & West Wicklow, Oak House, Millennium Park, Naas, Co Kildare, W1KDC2		