

Guideline Document for Providers who have entered into a Service Agreement under Section 38 or 39 of the Health Act 2004.

Complaint Type Categorisation Guide.

March 2018

Version 8

National Complaints Governance and Learning Team

## Complaint Type Categorisation Guide

<https://www.hse.ie/eng/about/qavd/complaints/ncglt/excel/spreadsheet-categorisation.html>

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| *Category* | *Sub Category Type* | *Sub Category* |
| Access | Accessibility / resources | Equipment |
| Access | Accessibility / resources | Medication |
| Access | Accessibility / resources | Personnel |
| Access | Accessibility / resources | Services |
| Access | Accessibility / resources | Treatment |
| Access | Appointment - delays | Appointment - cancelled and not rearranged |
| Access | Appointment - delays | Appointment - delay in issuing appointment |
| Access | Appointment - delays | Appointment - postponed |
| Access | Appointment - delays | Surgery / therapies / diagnostics - delayed or postponed |
| Access | Appointment - delays | Operation and opening times of clinics |
| Access | Appointment - other | No / lost referral letter |
| Access | Appointment - other | Appointment - request for earlier appointment |
| Access | Appointment - other | Unavailability of service |
| Access | Admission - delays | Delayed - elective bed |
| Access | Admission - delays | Delayed - emergency bed |
| Access | Admission - delays | Admission - delay in admission process |
| Access | Admission - delays | Admission - postponed |
| Access | Admission - other | Admission - refused admission by hospital |
| Access | Hospital facilities | Crèche |
| Access | Hospital facilities | Lack of adequate seating |
| Access | Hospital facilities | Lack of baby changing facilities |
| Access | Hospital facilities | Lack of / minimal breastfeeding facilities |
| Access | Hospital facilities | Lack of toilet and washroom facilities (general) |
| Access | Hospital facilities | Lack of toilet and washroom facilities (special needs) |
| Access | Hospital facilities | Lack of wheelchair access |
| Access | Hospital facilities | No treatment area / space for consultation / trolley facilities |
| Access | Hospital facilities | Shop |
| Access | Hospital facilities | Signage (internal and external) |
| Access | Hospital room facilities (access to) | Bed location |
| Access | Hospital room facilities (access to) | Disability facilities |
| Access | Hospital room facilities (access to) | Isolation / single room facilities |
| Access | Hospital room facilities (access to) | Overcrowding |
| Access | Hospital room facilities (access to) | Public |
| Access | Hospital room facilities (access to) | Semi-private / private |
| Access | Parking | Access to disabled spaces |
| Access | Parking | Access to spaces |
| Access | Parking | Car parking charges |
| Access | Parking | Clamping / Declamping of car |
| Access | Parking | Condition or maintenance of car parks |
| Access | Parking | Damaged cars |
| Access | Parking | Location of pay machine |
| Access | Transfer issues | External transfer |
| Access | Transfer issues | Internal transfer |
| Access | Transport | External transportation |
| Access | Transport | Internal transportation |
| Access | Visiting times | Lack of visiting policy enforcement |
| Access | Visiting times | Special visiting times not accommodated |
| Dignity and Respect | Alleged inappropriate behaviour | Patient |
| Dignity and Respect | Alleged inappropriate behaviour | Staff |
| Dignity and Respect | Alleged inappropriate behaviour | Visitor |
| Dignity and Respect | Delivery of care | Lack of respect shown to patient during examination / consultation |
| Dignity and Respect | Delivery of care | No concern for patient as a person |
| Dignity and Respect | Delivery of care | Patient's dignity not respected |
| Dignity and Respect | Discrimination | Age |
| Dignity and Respect | Discrimination | Civil status |
| Dignity and Respect | Discrimination | Disability |
| Dignity and Respect | Discrimination | Family status |
| Dignity and Respect | Discrimination | Gender |
| Dignity and Respect | Discrimination | Membership of traveller community |
| Dignity and Respect | Discrimination | Race |
| Dignity and Respect | Discrimination | Religion |
| Dignity and Respect | Discrimination | Sexual orientation |
| Dignity and Respect | Discrimination | Socio-economic |
| Dignity and Respect | End-of-Life Care | Breaking bad news |
| Dignity and Respect | End-of-Life Care | Breaking bad news - private area unavailable |
| Dignity and Respect | End-of-Life Care | Death cert - delay in issuing death cert |
| Dignity and Respect | End-of-Life Care | Death cert - incorrect / returned death cert |
| Dignity and Respect | End-of-Life Care | Delay in release and condition of body |
| Dignity and Respect | End-of-Life Care | Inattention to patient discomfort |
| Dignity and Respect | End-of-Life Care | Mortuary facilities |
| Dignity and Respect | End-of-Life Care | Organ retention |
| Dignity and Respect | End-of-Life Care | Palliative care |
| Dignity and Respect | End-of-Life Care | Poor communication |
| Dignity and Respect | End-of-Life Care | Single room for patient unavailable |
| Dignity and Respect | End-of-Life Care | Treatment of deceased not respected |
| Dignity and Respect | Ethnicity | Insensitivity to cultural beliefs and values |
| Dignity and Respect | Ethnicity | Requests not respected |
| Dignity and Respect | Ethnicity | Special food requests unavailable |
| Safe & Effective Care | Human Resources | Competency |
| Safe & Effective Care | Human Resources | Complement |
| Safe & Effective Care | Human Resources | Skill mix |
| Safe & Effective Care | Diagnosis | Diagnosis - misdiagnosis |
| Safe & Effective Care | Diagnosis | Diagnosis - delayed diagnosis |
| Safe & Effective Care | Diagnosis | Diagnosis - contradictory diagnosis |
| Safe & Effective Care | Test | Delay / failure to report test results |
| Safe & Effective Care | Test | Incorrect tests ordered |
| Safe & Effective Care | Test | No tests ordered |
| Safe & Effective Care | Test | Mislabelled test result/sample |
| Safe & Effective Care | Test | Mislaid sample |
| Safe & Effective Care | Test | Performed on wrong patient |
| Safe & Effective Care | Test | Repeat test required |
| Safe & Effective Care | Test | Result not available |
| Safe & Effective Care | Test | Delay in transport/collection of sample |
| Safe & Effective Care | Continuity of care (internal ) | Poor clinical handover |
| Safe & Effective Care | Continuity of care (external) | Lack of approved home care packages |
| Safe & Effective Care | Continuity of care (external) | Lack of community supports |
| Safe & Effective Care | Continuity of care (external) | Lack of medical devices / faulty equipment |
| Safe & Effective Care | Continuity of care (external) | Lack of support services post discharge |
| Safe & Effective Care | Continuity of care (external) | Unsuitable home environment |
| Safe & Effective Care | Discharge | Adherence to discharge policy |
| Safe & Effective Care | Discharge | Delayed discharge |
| Safe & Effective Care | Discharge | Discharge against medical advice |
| Safe & Effective Care | Discharge | No discharge letter |
| Safe & Effective Care | Discharge | Patient / family refuse discharge |
| Safe & Effective Care | Discharge | Premature discharge |
| Safe & Effective Care | Health and Safety issues | Building not secure |
| Safe & Effective Care | Health and Safety issues | Central heating |
| Safe & Effective Care | Health and Safety issues | Equipment (lack of / failure of / wrong equipment used) |
| Safe & Effective Care | Health and Safety issues | Failure to provide a safe environment |
| Safe & Effective Care | Health and Safety issues | Fixtures and fittings |
| Safe & Effective Care | Health and Safety issues | Furnishing |
| Safe & Effective Care | Health and Safety issues | Lights |
| Safe & Effective Care | Health and Safety issues | Manual handling |
| Safe & Effective Care | Health and Safety issues | Noise levels |
| Safe & Effective Care | Health and Safety issues | Overcrowding |
| Safe & Effective Care | Health and Safety issues | Pest control |
| Safe & Effective Care | Health and Safety issues | Slips / trips and falls |
| Safe & Effective Care | Health and Safety issues | Temperature regulation |
| Safe & Effective Care | Health and Safety issues | Waste Management |
| Safe & Effective Care | Health care records | Admission / registration process error |
| Safe & Effective Care | Health care records | Inaccurate information on healthcare record / hospital systems |
| Safe & Effective Care | Health care records | Missing chart |
| Safe & Effective Care | Health care records | Missing films/scans |
| Safe & Effective Care | Health care records | Patient impersonation (identify theft) |
| Safe & Effective Care | Health care records | Poor quality control of chart |
| Safe & Effective Care | Health care records | Poor recording of information |
| Safe & Effective Care | Health care records | Wrong records applied to patient |
| Safe & Effective Care | Hygiene | Cleanliness of area |
| Safe & Effective Care | Hygiene | Hand Hygiene / Gel Dispensers |
| Safe & Effective Care | Hygiene | Linen (beds and Curtains) |
| Safe & Effective Care | Hygiene | Spills on floors |
| Safe & Effective Care | Hygiene | Waste management |
| Safe & Effective Care | Infection prevention and control | Communication deficit - infection status |
| Safe & Effective Care | Infection prevention and control | Health Care Associated Infection |
| Safe & Effective Care | Infection prevention and control | Non compliance with Infection and Control policies and protocols |
| Safe & Effective Care | Infection prevention and control | Personal hygiene of staff |
| Safe & Effective Care | Patient property | Clothes |
| Safe & Effective Care | Patient property | Dentures |
| Safe & Effective Care | Patient property | Glasses |
| Safe & Effective Care | Patient property | Hearing Aid |
| Safe & Effective Care | Patient property | Jewellery |
| Safe & Effective Care | Patient property | Lack of secure space |
| Safe & Effective Care | Patient property | Money |
| Safe & Effective Care | Patient property | Personal equipment |
| Safe & Effective Care | Patient property | Toys |
| Safe & Effective Care | Medication | Administering error |
| Safe & Effective Care | Medication | Dispensing |
| Safe & Effective Care | Medication | Prescribing |
| Safe & Effective Care | Tissue Bank | Bone marrow |
| Safe & Effective Care | Tissue Bank | Cord blood |
| Safe & Effective Care | Tissue Bank | Cornea implant |
| Safe & Effective Care | Tissue Bank | Cryogenics |
| Safe & Effective Care | Tissue Bank | Fertility issues |
| Safe & Effective Care | Tissue Bank | Heart valves |
| Safe & Effective Care | Tissue Bank | Samples/test results |
| Safe & Effective Care | Tissue Bank | Skin |
| Safe & Effective Care | Tissue Bank | Stem cell |
| Safe & Effective Care | Treatment and Care | Failure / delay in treatment / delivery of care |
| Safe & Effective Care | Treatment and Care | Failure / delay to diagnose |
| Safe & Effective Care | Treatment and Care | Failure to act on abnormal diagnostic results |
| Safe & Effective Care | Treatment and Care | Inconsistent delivery of care |
| Safe & Effective Care | Treatment and Care | Insufficient time for delivery of care |
| Safe & Effective Care | Treatment and Care | Lack of follow-up care |
| Safe & Effective Care | Treatment and Care | Lack of knowledge in staff |
| Safe & Effective Care | Treatment and Care | Lack of monitoring of pain control |
| Safe & Effective Care | Treatment and Care | Lack of patient supervision |
| Safe & Effective Care | Treatment and Care | Practitioners not working together / cooperating |
| Safe & Effective Care | Treatment and Care | Prolonged fasting |
| Safe & Effective Care | Treatment and Care | Unsatisfactory treatment or care |
| Safe & Effective Care | Treatment and Care | Unsuccessful treatment or care |
| Communication & Information | Communication skills | Patient felt their opinion was dismissed / discounted |
| Communication & Information | Communication skills | Disagreement about expectations |
| Communication & Information | Communication skills | Inadequate listening and response |
| Communication & Information | Communication skills | Inappropriate comments from staff member |
| Communication & Information | Communication skills | Lack of support |
| Communication & Information | Communication skills | Language barrier between patients/relatives and staff |
| Communication & Information | Communication skills | No opportunity to ask questions |
| Communication & Information | Communication skills | Non verbal tone / body language |
| Communication & Information | Communication skills | Open disclosure (lack of) |
| Communication & Information | Communication skills | Patient dissatisfied with questions |
| Communication & Information | Communication skills | Patient felt rushed |
| Communication & Information | Communication skills | Staff not introducing themselves and letting patients know their role |
| Communication & Information | Communication skills | Staff unsympathetic |
| Communication & Information | Communication skills | Tone of voice |
| Communication & Information | Communication skills | Untimely delivery of information |
| Communication & Information | Delay and failure to communicate | Breakdown in communication between staff or areas |
| Communication & Information | Delay and failure to communicate | Failure / delay to communicate with outside agency/organisation |
| Communication & Information | Delay and failure to communicate | Failure / delay in communicating with patient |
| Communication & Information | Delay and failure to communicate | *Advising patient of treating consultant* |
| Communication & Information | Delay and failure to communicate | Failure / delay in communicating with relatives |
| Communication & Information | Delay and failure to communicate | Failure / delay in notifying consultant (external) |
| Communication & Information | Delay and failure to communicate | Failure / delay to communicate with GP / referral source |
| Communication & Information | Delay and failure to communicate | *Lack of information provided about medication side effects (KPI)* |
| Communication & Information | Diverse Needs | Interpretation service (e.g. Braille services) |
| Communication & Information | Diverse Needs | Special needs |
| Communication & Information | Diverse Needs | Translation service |
| Communication & Information | Information | Conflicting information |
| Communication & Information | Information | Confusing information |
| Communication & Information | Information | Insufficient and inadequate information |
| Communication & Information | Information | Misinformation |
| Communication & Information | Telephone calls | Telephone call not returned |
| Communication & Information | Telephone calls | Telephone call unanswered |
| Participation | Consent | Consent not obtained |
| Participation | Consent | Lack of informed consent |
| Participation | Consent | Patient felt coerced |
| Participation | Parental Access and Consent | Consent, guardianship and information issues related to lesbian, gay parental relationships |
| Participation | Parental Access and Consent | Correct procedure not consented for |
| Participation | Parental Access and Consent | Guardianship consent not explained |
| Participation | Parental Access and Consent | Mother or father unable to access information |
| Participation | Parental Access and Consent | Mother/Father/Guardian not informed |
| Participation | Patients/ Family/ Relatives | Excluded from decision making process - family / relatives / advocate / next of kin |
| Participation | Patients/ Family/ Relatives | Excluded from decision making process - patient |
| Participation | Patients/ Family/ Relatives | Opinion discounted - family / relatives / advocate / next of kin |
| Participation | Patients/ Family/ Relatives | Opinion discounted - patient |
| Participation | Patients/ Family/ Relatives | Parent not allowed accompany child in recovery room |
| Participation | Patients/ Family/ Relatives | Parent not allowed accompany child to theatre |
| Participation | Patients/ Family/ Relatives | Second opinion |
| Privacy | Confidentiality | Breach of another patient's confidentiality |
| Privacy | Confidentiality | Breach of patient confidentiality |
| Privacy | Confidentiality | Security of files and records |
| Privacy | Hospital Facilities (Privacy) | Lack of privacy during consultation/discussing condition |
| Privacy | Hospital Facilities (Privacy) | Lack of privacy during examination/ treatment |
| Privacy | Hospital Facilities (Privacy) | Privacy - No single room |
| Privacy | Hospital Facilities (Privacy) | Privacy - Overcrowding |
| Improving Health | Empowerment | Independence and self care not supported |
| Improving Health | Empowerment | Lack / provision of patient / carer education |
| Improving Health | Empowerment | Patient / family preference discounted / disrespected |
| Improving Health | Holistic Care | Lack of information / support on how to prevent further illness / disease |
| Improving Health | Holistic Care | Lack of understanding as to what is important to the patient |
| Improving Health | Catering | Dietary requirements not met |
| Improving Health | Catering | Food quality |
| Improving Health | Smoking Policy | Non-compliance (visitor, patient, staff smoking) |
| Accountability | Patient feedback | Feedback not provided to patients on improvements made as result of their feedback |
| Accountability | Patient feedback | Information about the complaints / patient feedback process not available |
| Accountability | Patient feedback | Patient concerns not dealt with promptly |
| Accountability | Patient feedback | Quality of response to the complaint made |
| Accountability | Patient feedback | Where to go to ask questions in relation to services and giving feedback (visibility of customer services) |
| Accountability | Finance | Bill dispute |
| Accountability | Finance | Bill sent to deceased patient |
| Accountability | Finance | Cost of products |
| Accountability | Finance | Insurance cover |
| Accountability | Finance | Invoice error |
| Accountability | Finance | Unhappy with income collection process |