# NIMS Complaints Module: Brief Instructions for Creating and Updating a Complaint Record

### **Logging In**

- Go to: <u>https://www.nims.ie</u>
- Enter your *User ID & Password* and click Log in to NIMS you're brought to the My NIMS Homepage
- If you have forgotten your *User ID* & *Password* or it has expired then select Forgot your password? link



National Incident Management System

#### Please enter your user information.

Client ID	NIMS
User ID	
Password	
	Forgot your password?
	Log In to NIMS

## **Recording a Complaint**

## **Create an Occurrence (Complaint)**

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Tasks	Coverage eq.	uals Formal Complaint								
acations	Complainant I	Name (Sumame, First):				Ca	mplainant Contact Details:			
Occurrences		Complaint Format:				~	Complaint Outcome:			
		Complaint Status:				-	Hospital Number:			
	De	ate Complaint Received:				G52				
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	Occurrence Numb	ber . Primary Complainant Nam	e Complaint Officer	Status	Complaint Format	Feedback	Type Complaint Status	Complaint Dutcome	Date Complaint Received	Date Arkn
	80001374	without watch	Second and	Open	Letter	Pormal Co	implaints. Open	1	25/06/2015	1
	90001618	tion weeks	inter to little	Open	Fax	Formal Co	implaints Open		10/09/2015	17/09/201
	00001623	ALCONO MALE INC.	Winness, 4181	Open	Letter	Formal Co	implaints Open		21/09/2015	28/09/201



On the left-hand menu click **Occurrences** - A list of Occurrences is displayed (double-click on one to open an existing Occurrence)

Click the button **New Occurrence** 





Select 'Formal Complaint'

Click OK - a blank Occurrence screen appears:

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9	Occurrence -	*AUTO-GENERATE*)		
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nodent Hanager asks	Pages () Complaint General Details			
comences	Complaint Follow-up	Complaint Details		
Occurrence - ("AUTO-	Complaint Reviews	Beceived:	(13) 5 Report Date: 12/10/2015	(1)
Generol (E')		Location:	1×12 6	
		Complaint Summary:		
		Complaint Format:	V 7 adback Type:	
		Was complaint also raised as a NIMS India	(m)	
		Patient / Service User		
	8	Service User Name (Sumame, First):	9 tuer Phone/e- mail:	
		Service User Contact Details:		
		Honold Number	Parts of Burth 1 (1851)R0199999	5
		Service User's Consent?:	Complaint Age Groups	
		Complainant Information (if not the Patient)		
		Complement Name (Surname, First):	gierrant Phone's- mail:	
		Complement Context Details:		

### Enter the complaint details (at minimum):

5 Date Complaint received
6 Location (see <sup>1</sup> to select a location)
7 Complaint Format
8 Feedback Type



Either Service user name OR Complainant name

click Save

**Note:** Once you click Save additional items become available. Including Claims/Incidents. Location lookup.

Search	Tree View	0				
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ALWAYS use **Tree View** to select a location. Click on Tree View and you can look through the location hierarchy to find your location.

Select the most local location of the complaint from Tree View

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STA	RS Enterprise		ok Search 6 Help Abo	ut My Profile Logs
	🦉 💋 Occurrence - (00001632)			
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ocations	Complaint General Details (STARS Client includes any M	arsh Client Technologies, (Cross Client) or STARS Client is null) and OccurrenceID	D equals 00001632	
Courrences	Complaint Pollow-up			
Occurrence -	Complaint Reviews		14 13 3	1 4 T
(00001632)	Lead Claim Record Number	Brief Summary of the Incident	New New	v Claim
	Files		New New	Incident



#### Add complaint issues

Click on Claims/Incidents on the left-hand menu The list of issues appears (this is blank as this is a new complaint) Click New Record



Select New Record 📄

Select 'New Incident' from the drop-down box (NEVER select New Claim)





You are asked to confirm the incident is 'Formal Complaint' coverage.

Click OK - a blank Incident screen appears:

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	•	Dave Details: Dave Pilari Dave Pilari Dave Type: Pathway HQA clanded: Cick the majoring glass in Area of Responsibility: Profession TUSLA Category of Complaint:	the top right to select	y y y	Issue Sub-type: Pathway Description: Reporting Group: Subcategory A:	2	

New Incident, blank screen Enter at least the minimum details:

Issue location (use Tree View 0)



Issue Details

You should also categorise the issue using the various options.



Save Incident 🔚

NOTE 1: Repeat this to add additional issues

**NOTE 2:** Ignore the reference to 'lead claim'. This is not relevant to Complaints, but cannot be hidden.

## **Updating a Complaint**

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55	-601000 yyyy-	Date Response Sent:	[52]	20/11/2015	Date Response Due:		
6	obl/000/www	Date Complaint Closed:	23	Open	Complaint Status:		*
		Weekdays to close (incl. Bank Haliday):	2		Complaint Outcome:		
				(	Complaint Conclusion		
×		ubject to Part 5 (Pathway 8);	× 54		Complaint Resolution:		
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		ubject to Part 5 (Pathway B)	× * 3		Complaint ConCusion Complaint Resolutions Complaint Upheld: HOQA Standards		



Complaint follow-up

The various fields can be filled here as the complaint is moved through its life cycle. Add a **Complaint Outcome**. Click Save

When the Complaint Investigation is concluded change the Complaint Status to 'Closed'.

Provide full details regarding the complaint conclusion.