1. **Key Reporting Fields**

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| **Field Name** | **Definition** |
| **Complainant Age Group** | Is the Patient / Service User a “child” or an “adult”? |
| **Complaint Format** | How was the complaint received? |
| **Complaint Outcome** | Was the complaint upheld? |
| **Complaint Resolution** | How was the complaint resolved?; “recommendations”, “resolved informally” etc. |
| **Complaint Status** | Status of the complaint i.e. Open or closed? |
| **Date Acknowledged** | This is the date when the Patient/Service User was sent a letter of acknowledgement. |
| **Date Complaint Closed** | The date the complaint was closed. |
| **Date Complaint Received** | This is the date on which the actual complaint was received into the organisation. |
| **Did this happen?** | OnSite/OffSite? |
| **Division** | This is to capture the service the issue was attached to e.g. “Acute Hospital”, “Mental Health” etc. |
| **HIQA Standard** | What HIQA standard did the complaint relate to? |
| **Is the Complaint subject to legislation?** | Is the complaint covered by Part 9 of the 2004 health Act? |
| **Issue Category** | Category of Issue i.e. “Access”, “Dignity and Respect”, “Accountability” etc. |
| **Issue Category Type** | Category type driven by the Issue Category selection |
| **Issue Category Sub-Type** | Sub category type driven by the Issue Category Type selection |
| **Issue Outcome** | Was the issue “upheld”/”not upheld?” |
| **Issue Resolution** | How was the issue resolved?; “recommendations”, “resolved informally”? etc. |
| **Issue Status** | Status of issue i.e. “Open” or “Closed”? |
| **Location Level (A – G)** | A description of where the complaint occurred. Choose any letter between A – G depending on what level of your hierarchy you wish to report by. |
| **Profession** | Profession of staff involved if any e.g. “Administration”, “Nursing” etc. |
| **Report Date** | The date the complaint was created on the CMS. |
| **Service** | HSE Division Service. Dependant on the value selected in the Division drop down menu. |
| **Sub Service** | HSE Division Sub Service. Dependant on the value selected in the Service drop down menu. |
| **Weekdays to Close** | Working days to close. This is calculated as 35 working days. This allows 5 days for the acknowledgement and 30 working days for investigation and report. |