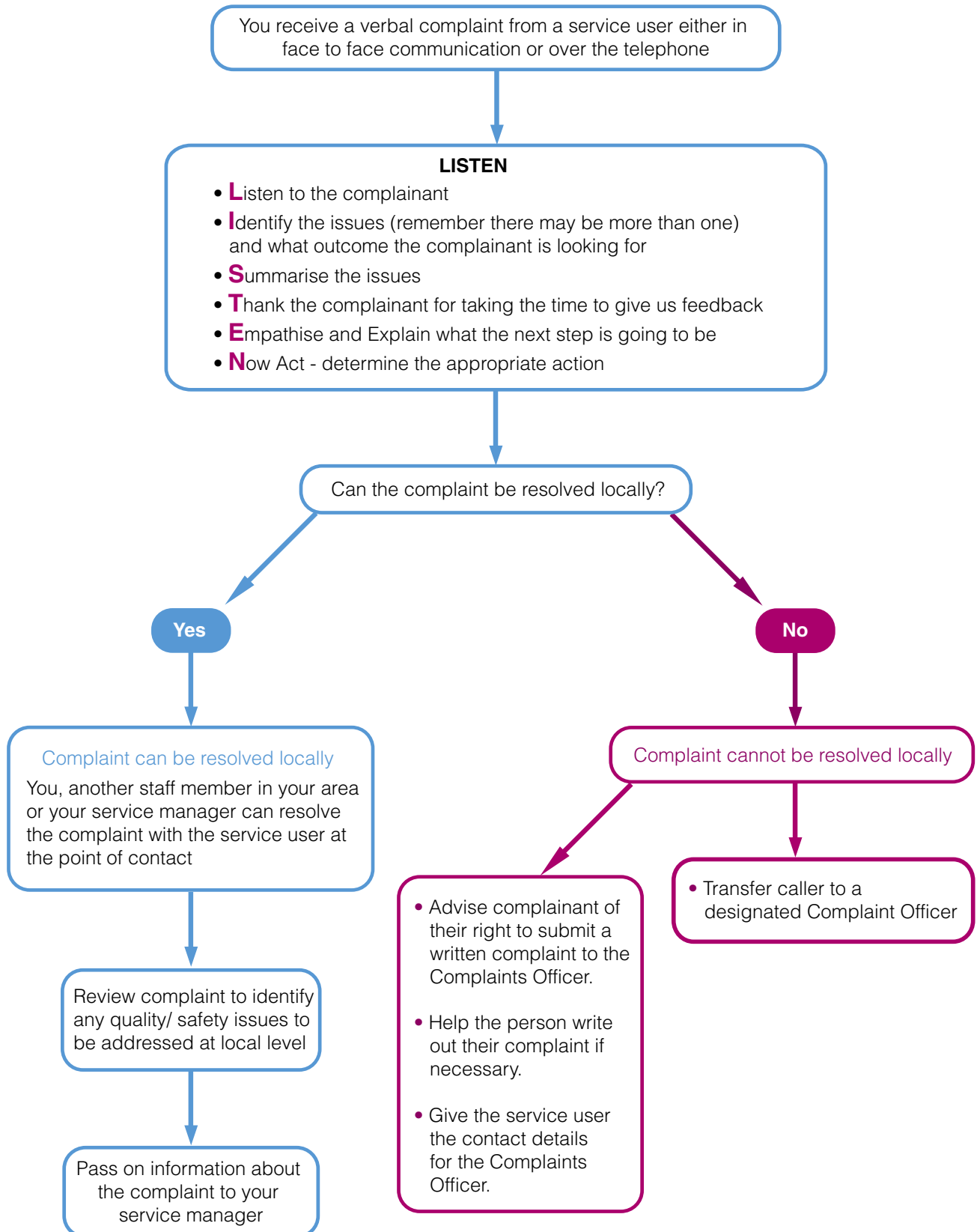


Information on steps to be taken when receiving a complaint



Use the LISTEN approach to assist you when receiving a verbal complaint

Listen:

- Listen carefully to the issues being raised by the complainant. Give them your name.

Identify:

- Identify if there are multiple issues relevant to the complaint and separate each issue. Attempt to identify any hidden or underlying issues that may exist.
- Summarise the issues to clarify and check that you understand what the person is telling you.
- Ask the complainant to confirm that they agree with your interpretation of their complaint.
- Find out from the complainant what they want to happen as a result of their complaint.

Summarise:

- Summarise the issues to clarify and check that you understand what the person is telling you.
- Ask the patient / service user to confirm that they agree with your interpretation of their complaint

Thank the person

- Thank the person for taking the time to make the complaint

Empathise and Explain:

- Empathise and acknowledge the feelings of the complainant. An early expression of regret or apology can minimise the possibility of a verbal complaint becoming a formal written complaint
- Explain to the complainant that there will be no negative repercussions
- Explain what will happen next e.g. you may need to contact your manager

Now Act:

- Assess the verbal complaint:

Once a verbal complaint is received by the HSE, the person receiving the complaint must ensure that they get as much information as possible about the complaint to assist them in assessing the seriousness and/or the complexity of the complaint. This in turn assists you to determine if the complaint should be resolved at the point of contact or if the complaint should be referred to the Complaints Officer for management at Stage 2 of the complaint management process.

You should only attempt to manage complaints received at the point of contact if due care has been taken to establish that all issues can be addressed appropriately at the point of contact.

If you would like more information please contact your Area Manager for Consumer Affairs:

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