Standard Letters
for use in conducting
**Reviews of Complaints**

Table of Contents

[General Information 1](#_Toc115703848)

[Acknowledgment letter to be used where one or more of the issues have been resolved informally 2](#_Toc115703849)

[Summary Letter Template (To be used when ALL issues within a Review are resolved informally e.g. over telephone or through face to face meeting). 4](#_Toc115703850)

[Letter from Review Officer to Review Requester acknowledging receipt of review within 5 working days of receipt of request 5](#_Toc115703851)

[Letter from Review Officer to Review Requester acknowledging receipt of review - when the request is outside legislative timeframes within 5 working days of receipt of request 7](#_Toc115703852)

[What To Expect Overview Leaflet (To be sent with acknowledgement letter) 8](#_Toc115703853)

[Letter from Review Officer to Review Requester requesting clarification on scope of review 12](#_Toc115703854)

[Letter from Review Officer to Review Requester in cases of non-receipt of information 13](#_Toc115703855)

[Letter to be sent to Review Requester if request for review contains items outside scope of Part 9, Health Act 2004 14](#_Toc115703856)

[Letter to be sent to Service User re consent – if they are not the Review Requester 16](#_Toc115703857)

[Letter to be sent to Review Requester where consent is required from Service User 19](#_Toc115703858)

[Letter to be sent from Review Officer to Review Requester who does not wish to have review investigated / who wishes to withdraw their complaint 20](#_Toc115703859)

[Letter from Review Officer to Complaints Officer 21](#_Toc115703860)

[Letter to be sent to Accountable Officer if request for review contains clinical and non clinical issues 22](#_Toc115703861)

[Letter to be sent to Review Requester if request for review contains clinical and non clinical issues 22](#_Toc115703862)

[Letter from Review Officer to Review Requester notifying delay / further delay 24](#_Toc115703863)

[Letter from Review Officer advising a line manager of receipt of a review request regarding a complaint made against a named staff member 25](#_Toc115703864)

[Letter from Review Officer to named staff member advising of receipt of a Review Request for complaint against them, what is required from them and what their rights are 26](#_Toc115703865)

[Letter from Review Officer to Staff Member re adverse findings 28](#_Toc115703866)

[Review Report and Recommendations 31](#_Toc115703867)

[Service User Feedback Form (Optional form which can be sent with final report) 37](#_Toc115703868)

[Letter from Review Officer to Accountable Officer following the review of a complaint 39](#_Toc115703869)

[HSE Your Service Your Say Anonymised Learning Notification Form 42](file:///U%3A%5CNCGLT%5CSinead%20%26%20Ciara%5CYSYS%20Template%20Letter%20Packs%5CLetter%20packs%20updated%20September%202022%5CReview%20Officer%20Template%20Letter%20Pack%20to%20be%20Updated%202022%5C2022%20Stage%203%20Review%20Officer%20Template%20Letter%20Pack.docx#_Toc115703870)

[Letter from Review Officer to Accountable Officer if no response received following recommendations 43](#_Toc115703871)

[Letter to Accountable Officer seeking update on implementation of recommendations made 44](#_Toc115703872)

# General Information

All correspondence should be typed on HSE headed paper.

**Please note that the following standard letters should be tailored and personalised to suit the type and nature of the complaint.**

Remember:

1. **DELETE** any fields not required, for example, use the Office of the Ombudsman **or** the Office of the Ombudsman for Children.
2. Double check titles and ensure that the title used aligns with the Service User’s / Complainant preferences – Miss, Mrs, Ms, Mr, etc.

**Please note, in relation to timeframes, ‘days’ outlined within the following standard letters refers to working days i.e., does not include weekends and bank holidays.**

# Acknowledgment letter to be used where one or more of the issues have been resolved informally

*(Insert Review Officer’s address)*

*(Insert HSE reference number)*

*(Insert date)*

*(Insert review requester’s name and address)*

**Dear *(Insert Name),***

Thank you for your correspondence dated ***(insert date),*** requesting a Stage 3 HSE Internal Complaint Review regarding your concerns arising from ***(insert details).***

**1) To be used if any of the issues are resolved informally.**

As per our ***(insert as appropriate e.g. telephone conversation/meeting yesterday/ this morning/last week)*** I would like to again offer my sincerest apologies over the ***(insert the specific issue/s that were resolved informally).*** I can appreciate your frustration and I can assure you that this is not the level of service we would wish for our service users.

As I explained ***(insert explanation of what went wrong and what has been agreed to be done to resolve issue)***. Again I sincerely apologise that***(insert details)*.** As I outlined to you *(****insert as appropriate this morning/yesterday/last week on the phone/at the meeting)****,* ***(insert action that has been taken).*** You agreed that you were satisfied that this element of your complaint has been addressed, however if you change your mind and require further investigation around this then please don’t hesitate to contact me.

I will be undertaking a full investigation of the issues listed hereunder and hope to have a response to you by ***(insert date 20 working days from date of acknowledgment)****.*

***(List and number non-clinical issues identified within complaint)***

I would be grateful if you could contact me within 5 working days of receipt of this acknowledgement if you **do not wish** for your personal information held by the HSE to be accessed by me. Please note that in my investigation, the **only** records I may need to access are those that relate specifically to the issues identified within your complaint. If I do not hear from you within that timeframe I will proceed with my investigation on the basis that you do not object to me accessing your personal information.

Please note that you will be kept informed of any delays that may arise in dealing with your complaint.

If on conclusion of the review you are not satisfied with the outcome of this process then you can request a Stage 4 Independent Review from the Office of the Ombudsman */ Ombudsman for Children*.

The Ombudsman is fair, independent, and free to use. The Ombudsman will ask you for details of your complaint and a copy of our final response to your complaint. Contact details are below and will of course be again outlined within my final report.

*Insert*

The best way to contact the Ombudsman is by:

* ***Clicking on the ‘Make a Complaint’ link at*** [***www.ombudsman.ie***](http://www.ombudsman.ie)
* Writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773
* Calling the Ombudsman on 01 639 5600 if you have any queries

*OR, as appropriate*

To request an independent external review, please contact:

Office of the Ombudsman for Children

Millennium House

52-56 Great Strand Street

Dublin 1

D01 F5P8

Tel: +353-1-8656800
LoCall: 1-890-654654(from outside 01 area)
E-mail: oco@oco.ie

**May need to remove this paragraph in very serious cases**

Thank you again for taking the time to bring your concerns to our attention. We welcome all feedback as this provides us with a valuable insight into our services from the service user perspective and can inform service improvement.

If you require further clarification on anything then please don’t hesitate to contact me on the number below.

Please note that the details of your complaint review will be recorded on the HSE’s Complaints Management System (electronic system on which all HSE complaints are recorded).

I have enclosed an overview on what to expect under a Stage 3 Internal Complaint Review as well as an information sheet on the Complaints Management System.

**Yours sincerely**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*(Insert name)*

Review Officer

For further information on the HSE’s complaint’s process please visit <http://www.hse.ie/yoursay>

# Summary Letter Template (To be used when ALL issues within a Review are resolved informally e.g. over telephone or through face to face meeting).

*(Insert Review officer’s address)*

*(Insert HSE reference number)*

*(Insert date)*

*(Insert name and review requester’s address)*

Dear *(Insert review requester’s title and name),*

Thank you for your *(letter/email)* dated, *(insert date),* requesting a Stage 3 HSE Internal Complaint Review which was received on *(insert date)*. As per our (*telephone conversation/ meeting this morning/yesterday etc)* I would like to again offer my sincerest apologies over the *(insert detail on issue/s)*. I can appreciate your frustration and I can assure you that this is not the level of service we would wish for our service users to experience.

*(Insert summary of explanation that was discussed over phone/at meeting)*. Again I sincerely apologise for *(insert specifics)*.

As I outlined to you in our conversation *(detail steps taken to prevent issues reoccurring)*. You agreed that you were satisfied that ***(****this element/these elements****)*** of your complaint have been addressed. However, if you change your mind and require further investigation around *(this issue/these issues)* then please don’t hesitate to contact me. You also have the right to seek an independent review directly with the Office of the Ombudsman */ Ombudsman for Children.*

The Ombudsman is fair, independent, and free to use. The Ombudsman will ask you for details of your complaint and a copy of *this letter / our final response to your complaint*.

*Insert*

The best way to contact the Ombudsman is by:

* ***Clicking on the ‘Make a Complaint’ link at*** [***www.ombudsman.ie***](http://www.ombudsman.ie)
* Writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773
* Calling the Ombudsman on 01 639 5600 if you have any queries

*OR, as appropriate*

To request an independent external review, please contact:

Office of the Ombudsman for Children

Millennium House

52-56 Great Strand Street

Dublin 1

D01 F5P8

Tel: +353-1-8656800
LoCall: 1-890-654654(from outside 01 area)
E-mail: oco@oco.ie

Yours Sincerely,

\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*(Insert name)*

Complaints Officer

For further information on the HSE’s complaint’s process please visit <http://www.hse.ie/yoursay>

# Letter from Review Officer to Review Requester acknowledging receipt of review within 5 working days of receipt of request

 *[Insert review officer’s address]*

*[Insert HSE reference number]*

*[Insert date]*

**Private & Confidential**

*[Insert review requester’s name and address]*

Dear *[Insert review requester’s name]*

Thank you for your recent correspondence requesting a Stage 3 HSE Internal Complaint Review of the recommendations made following the investigation into your complaint, made on *[insert date]* to *[insert HSE location/service].*  I wish to inform you that I have been assigned as Review Officer to investigate this matter.

I will be undertaking a full investigation of the issues listed hereunder and in accordance with the Health Act 2004 (Complaints) Regulations 2006, I propose to conduct and conclude this review within 20 working days, that is, *(insert date 20 working days from date of acknowledgment)*.

*(List the issues identified within the review request)*

If I am not in a position to conclude the review within the proposed timeframe I will notify you in writing of the fact and provide you with an alternative conclusion date.

If on conclusion of the investigation you are not satisfied with the outcome of this process, then you can refer your complaint to the Office of the Ombudsman */ Ombudsman for Children*.

The Ombudsman is fair, independent, and free to use. The Ombudsman will ask you for details of your complaint and a copy of our final response to your complaint. Contact details are below and will of course be again outlined within my final report.

*Insert*

The best way to contact the Ombudsman is by:

* ***Clicking on the ‘Make a Complaint’ link at*** [***www.ombudsman.ie***](http://www.ombudsman.ie)
* Writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773
* Calling the Ombudsman on 01 639 5600 if you have any queries

*OR, as appropriate*

To request an independent external review, please contact:

Office of the Ombudsman for Children

Millennium House

52-56 Great Strand Street

Dublin 1

D01 F5P8

Tel: +353-1-8656800
LoCall: 1-890-654654(from outside 01 area)
E-mail: oco@oco.ie

Please note that the details of your review will be recorded on the HSE’s Complaints Management System (electronic system on which all HSE complaints are recorded).

I have enclosed an overview on what to expect under a Stage 3 HSE Internal Complaint Review as well as an information sheet on the Complaints Management System.

Should you wish to clarify any matter or issue relating to the report please do not hesitate to contact me on *[insert phone number/email].* Please personalise as appropriate.

Yours sincerely,

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Insert name]*Review Officer

Copy to: (*Insert Complaints Officer*)

For further information on the HSE’s complaint’s process please visit <http://www.hse.ie/yoursay>

# Letter from Review Officer to Review Requester acknowledging receipt of review - when the request is outside legislative timeframes within 5 working days of receipt of request

*[Insert review officer’s address]*

*[Insert HSE reference number]*

*[Insert date]*

**Private & Confidential**

*[Insert review requester’s name and address]*

Dear *[Insert review requester’s name]*

Thank you for your recent correspondence requesting a Stage 3 HSE Internal Complaint Review of the recommendations made following the investigation into your complaint, made on *[insert date]* to *[insert HSE location/service].*  I wish to inform you that I have been assigned as Review Officer to investigate this matter.

I note your application for review of recommendations, made by *[complaints officer]* in his/her report dated *[insert date]*, exceeds the timeframe for such an application under the terms of the Health Act 2004 (Complaints) Regulations 2006, which states that a review of a complaint must be requested within 30 working days of receipt of letter from Complaints Officer.[Consider the circumstances for the delayed application and decide to proceed or not proceed. Accompany this decision with an explanation, e.g. – *[However, I am happy to proceed with your review, considering the circumstances for the delay in your application].*

In accordance with the Health Act 2004 (Complaints) Regulations 2006, I propose to conduct and conclude this review within **20 working days** of receipt of your request, that is, *[insert date].*

If I am not in a position to conclude the review within the proposed timeframe I will notify you in writing of the fact and provide you with an alternative conclusion date.

Should you wish to clarify any matter or issue relating to the report please do not hesitate to contact me on *[insert phone number/email].* Please personalise as appropriate.

Please note that the details of your review will be recorded on the HSE’s Complaints Management System (electronic system on which all HSE complaints are recorded).

I have enclosed an overview on what to expect under a Stage 3 HSE Internal Complaint Review as well as an information sheet on the Complaints Management System.

Yours sincerely

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Insert name]*

Review Officer

*Copy to: [Insert complaints officer]*

For further information on the HSE’s complaint’s process please visit <http://www.hse.ie/yoursay>

# What To Expect Overview Leaflet (To be sent with acknowledgement letter)

**The Your Service Your Say – HSE Internal Review (Stage 3): *what to expect sheet has been developed to give the Complainant an overview of the YSYS review process and can be sent out with the Acknowledgment Letter. The information sheet on the Complaints Management System should also be included.***

**Your Service Your Say – Stage 3 HSE Internal Review: *what to expect***

Following investigation of your complaint by a Complaints Officer under **Stage 2 HSE Formal Complaint Investigation** of the Your Service Your Say complaints management process you have the right to request a review of those issues investigated under Your Service Your Say (Part 9 of the Health Act 2004) should you be unhappy with the outcome of the investigation. You can request a **Stage 3 HSE Internal Complaint Review** of your complaint from the Complaints Manager, who will appoint a Review Officer.

**Stage 3: HSE Internal Complaint Review**

**al Investigation Process**

***Assessment***

The Review Officer will assess the review request to make sure that it can be investigated under the Your Service Your Say complaints management process. You will be advised if the review request needs to be examined under a different process and the Review Officer will ensure that your complaint is forwarded to the appropriate office or service.

***Informal Resolution***

The Review Officer may contact you within **2 working days** and attempt to resolve your complaint issues informally. However, if the issues cannot be informally resolved or only partially resolved, the Review Officer will proceed to a formal review of the appropriateness of the recommendations made having regard to all aspects of the original complaint and its investigation.

***Internal Review***

The Review Officer will acknowledge your review request within **5 working days.**

If a review request is submitted by a third party on your behalf, the Review Officer will contact you directly to confirm your consent to the review request and your permission for the Review Officer to communicate with the person who submitted the review request and answer any questions they raise. They will also seek your preference in regard to being copied on all communication.

The Review Officer will also advise you that they may need to access your personal information as needed in order to fully conduct the review. ***Please be assured that only those records that relate specifically to the issues identified within your complaint will be accessed and only those involved in the review will have access to this information***. Your information will be safeguarded in line with Data Protection legislation and regulations.

The Review Officer will include a HSE Consent Form for you to complete and return which will indicate your consent or otherwise and your preferences.

The Review Officer may also contact you if more information is needed and you will have **10 working days** to provide this. If you cannot provide this information in that timeframe, the Review Officer may extend the deadline. However, if you do not respond to the request for information please know that this may impact the review. Also any delay in submitting information required will also impact on the timeframe for completion of the review.

The Review Officer will try to conduct the review within 20 working days, but will advise you if more time is needed and indicate the additional time required. When the Review Officer has completed the review, a report will be issued which will outline the issues that were examined, how these were investigated, the findings, and advise if the recommendations from the complaint investigation are being upheld or varied or set out any new recommendations as appropriate.

In the cover letter accompanying the report the Review Officer will also set out your rights for independent review of your complaint should you be unhappy with the outcome of the review under Stage 4 of the Your Service Your Say process.

**Stage 4: Independent Review**

**al Investigation Process**

You can request a **Stage 4** **Independent Review** of your complaint from, for example, the Office of the Ombudsman / Ombudsman for Children, either directly after Stage 2 or following a Stage 3 Internal Review.

***Follow up to the review***

A copy of the Review Officer’s review report will be issued to you and to the relevant head of service (Accountable Officer).

The head of service (Accountable Officer) will write to you, the Complaints Officer and the Review Officer within **30 working days** to advise of their acceptance of the recommendations and an action plan to implement same as appropriate or to advise if they intend to amend or reject a recommendation, the reasons why and any alternative measures being taken.

Where changes to the Complaints Officer’s recommendations or new recommendations were made and where no Recommendation Action Plan is forthcoming from the relevant head of service (Accountable Officer), the Review Officer must follow up.

If after a period of time recommendations made are not implemented, you can contact the Review Officer, relevant Hospital Group Chief Executive Officer or Community Health Organisation Chief Officer.

Further information on Your Service Your Say can be found at [www.hse.ie/yoursay](http://www.hse.ie/yoursay)

Information on advocacy services available to assist you can be found at:

<https://www.hse.ie/eng/services/yourhealthservice/feedback/services/>

## What is the HSE’s Complaints Management System (CMS)

The CMS is a national database management system.  The Complaints Management System has been developed by State Claims Agency and is hosted on the Government VPN, which means it can only be accessed by users approved to have access to this network. Users are only allocated access to the system based on their requirement, role and location.

The CMS was developed to support the HSE’s complaints management process and to enable the end-to-end management and tracking of complaints, investigations, outcomes and recommendations at local level.

Anonymised data from the CMS will enable services to identify areas of improvement in their management of formal complaints. The overall learning from improved complaints management within individual services within the HSE will be shared at National level.

## What information is recorded?

* Your name and contact details
* The details of your complaint
* The record of the complaint investigation and outcomes

## What happens to my information?

Primarily the information is used by an appointed Complaints Officer to investigate your complaint.

Secondary usage may include research, statistical data and reports.\*

\*If your information is used for any of these purposes you can be assured that all your personal identifying information is removed and fully anonymised, thus protecting your identity.

## What about confidentiality?

Everyone working within the Health Service Executive has a legal duty to keep service users’ personal information confidential. The HSE has a strict code of conduct in place to ensure that your information is kept safe and secure. The HSE is obliged to be fully compliant with all aspects of Data Protection legislation.

## Who can see my information?

The CMS has restricted access. Your personal information will only be seen by HSE staff involved **directly** in the investigation of your complaint. Complaints Officers and support staff can only access records relevant to where they investigate complaints. Support staff must also sign a Memorandum of Understanding, which sets out areas of mutual responsibility in relation to confidentiality of records held on the CMS.

## Are there times when information cannot be kept confidential?

Yes, in certain circumstances, outlined below, it may be necessary for us to disclose personal information to third parties:

* If we have concerns about a child or parent at immediate risk of abuse or a potential safety risk to themselves or others, we must report our concerns to authorities such as An Gardaí or other health or social services.
* We must share information when it is urgently needed to prevent injury or damage to the health of any person or prevent serious loss of or damage to property.
* We must share details if required by law or ordered by a court.
* We must disclose information to other health professionals in a medical emergency.

## What say do I have in what happens to my information?

You have a say in what happens to your information. If you decide not to share some of your information or restrict access to your complaint record, this is your right, but it may affect our ability to fully investigate and learn from your complaint. Talk to us if you wish to change or cancel your consent (nationalcglt@hse.ie), or call 061-483296.

## Can I access my information?

There are 2 methods of requesting access to records. You can:

* Request records under the Freedom of Information Acts 2014.
* Request records under the General Data Protection Regulation (GDPR) and Data Protection Act 2018.

## I want more information

For more information about how we use information about complaints, email the National Complaints Governance and Learning Team at nationalcglt@hse.ie, or call 061-483296.

# Letter from Review Officer to Review Requester requesting clarification on scope of review

*[Insert review officer’s address]*

*[Insert HSE reference number]*

*[Insert date]*

**Private and confidential**

*[Insert review requester’s name and address]*

Dear *[Insert review requester’s title and name]*

Thank you for your recent correspondence requesting a HSE Stage 3 Internal Complaint Review of the recommendations made following the investigation into your complaint, made on *[insert date]* to *[insert HSE location/service].*  I wish to inform you that I have been assigned as Review Officer to investigate this matter and I have noted that on an initial examination of your request, the reasons for review are not clearly outlined in your letter.

In order for me to examine your request fully, I would be grateful if you could write to me listing the recommendations in the complaints officer’s report that you were not satisfied with and why you wish to request a review.

Please forward these details within 10 working days of receipt of this letter.

If you have any queries, please do not hesitate to contact me on *[insert telephone number/e-mail].*

Yours sincerely

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*(Insert name)*

Review Officer

For further information on the HSE’s complaint’s process please visit <http://www.hse.ie/yoursay>

# Letter from Review Officer to Review Requester in cases of non-receipt of information

[Follow up phone call required also with this letter]

*[Insert review officer’s address]*

*[Insert HSE reference number]*

*[Insert date]*

**Private and confidential**

 *[Insert review requester’s name and address]*

Dear *[Insert review requester’s title and name]*

I refer to my letter dated *[insert date]* seeking further information in relation to your request for review and I do not appear to have received a response.

*(Please note that I have also attempted to contact you unsuccessfully on the number you have provided) - (insert where appropriate).*

[For further information request letter]

Please note that without this information I will not be able to conduct a thorough review. In addition, this delay is now impacting on the timeframe for completion of this review.

Can you please submit the required information by *[insert date: 10 working days from today’s date].* If I do not receive this information I will endeavour to conduct the review based on the information to hand.

OR

[For closing investigation as no information forthcoming]

Please note that as the information sought was critical to the review, I am unfortunately, unable to conduct the review as requested and now consider this matter closed.

If you have any queries, or should you wish to discuss this matter, please do not hesitate to contact me on *[insert telephone number/e-mail].*

Yours sincerely

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Insert name]*

Review Officer

For further information on the HSE’s complaint’s process please visit <http://www.hse.ie/yoursay>

# Letter to be sent to Review Requester if request for review contains items outside scope of Part 9, Health Act 2004

*[Insert review officer’s address]*

*[Insert HSE reference number]*

*[Insert date]*

**Private and confidential**

*[Insert review requester’s name and address]*

Dear [*Insert review requester’s title and name]*

Thank you for your recent correspondence requesting a Stage 3 HSE Internal Complaint Review of the recommendations made following the investigation into your complaint, made on *[insert date]* to *[insert HSE location/service].*  I wish to inform you that I have been assigned as Review Officer to investigate this matter.

Select and use one of the following options, as relevant:

**Option A**

On initial examination of your request for a review I have noted that the following issue(s) is not included in the Health Service Executive’s complaint management policy, *Your Service Your Say:*

(Delete sections that are not appropriate)

1. *a matter that is or has been the subject of legal proceedings before a court or tribunal;*
2. *a matter relating solely to the exercise of clinical judgment by a person acting on behalf of either the Executive or a service provider;*
3. *an action taken by the Executive or a service provider solely on the advice of a person exercising clinical judgment in the circumstances described in paragraph (b);*
4. *a matter relating to the recruitment or appointment of an employee by the Executive or a service provider;*
5. *a matter relating to or affecting the terms or conditions of a contract of employment that the Executive or a service provider proposes to enter into or of a contract with an adviser that the Executive proposes to enter into under section 24;*
6. *a matter relating to the Social Welfare Acts;*
7. *a matter that could be the subject of an appeal under section 60 of the Civil Registration Act 2004;*
8. *a matter that could prejudice an investigation being undertaken by the Garda Síochána;*
9. *a matter that has been brought before any other complaints procedure established under an enactment.*

**OR**

**Option B**

As your complaint is in relation to *[insert subject matter]* it falls outside of the remit of the HSE Your Service Your Say and Part 9 of the Health Act and therefore I cannot conduct a review of this issue. There are specific laws */ specific policies* in place for managing complaints in relation to [insert as appropriate e.g. *Environmental Health Issues / Nursing homes etc.].*

I have therefore forwarded your complaint, *[with your permission\*]* to *[insert as appropriate e.g. the Office of the Information Commissioner (FOI), Data Protection Commissioner (Data protection), nursing home, etc.]* for their onward management.

***(\*Please request permission from complainant if sending complaint outside of the HSE)***

I am sorry I cannot be of further assistance at this time. If you remain dissatisfied with my response, you can refer your complaint to the Office of the Ombudsman */ Ombudsman for Children*.

The Ombudsman is fair, independent, and free to use. The Ombudsman will ask you for details of your complaint and a copy of *this letter / our final response to your complaint*.

*Insert*

The best way to contact the Ombudsman is by:

* ***Clicking on the ‘Make a Complaint’ link at*** [***www.ombudsman.ie***](http://www.ombudsman.ie)
* Writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773
* Calling the Ombudsman on 01 639 5600 if you have any queries

*OR, as appropriate*

To request an independent external review, please contact:

Office of the Ombudsman for Children

Millennium House

52-56 Great Strand Street

Dublin 1

D01 F5P8

Tel: +353-1-8656800

LoCall: 1-890-654654(from outside 01 area)

E-mail: oco@oco.ie

Yours sincerely

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Insert name]*

Review Officer

For further information on the HSE’s complaint’s process please visit <http://www.hse.ie/yoursay>

# Letter to be sent to Service User re consent – if they are not the Review Requester

*[Insert review officer’s address]*

*[Insert HSE reference number]*

*[Insert date]*

**Private and confidential**

*[Insert patient/service user name and address]*

Dear *[Insert service user title and name]*

I wish to advise you that *[insert name of review requester]* has contacted the HSE on your behalf.

*[Insert name of review requester]* is requesting a Stage 3 HSE internal Complaint Review of the *[insert summary of request].*

As this request is about your *[care and treatment],* I must check whether or not you would like a review of the recommendations made by the complaints officer following the investigation of the complaint.

If you would like a review to take place, I will need your consent to access your files as part of the review. I would also need your permission to liaise with *[insert name of review requester]* as your advocate. This means that I would write to *[insert name of review requester]* directly about your care and try to answer any questions *[he/she]* raises.

If you do not want a review to take place, I will close the request and notify *[insert name of review requester].*

It is also open to you to raise any complaints you have directly with the *[insert name of service provider]* if you wish.

I am enclosing a consent form. Please read carefully and I would be grateful if you would complete this and return to me at the above address by *[insert date to cover10 working days].*

If I do not hear from you by this date, I will take this as confirmation that you **are not happy** for this review to be investigated. If you have any questions or you would like to discuss any part of this letter, please do not hesitate to contact me. My number is *[insert telephone number / email address]*.

Please note, if you are happy for the review to proceed, the details of the review will be recorded on the HSE’s Complaints Management System (electronic system on which all HSE complaints are recorded).

I have enclosed an overview on what to expect under a Stage 3 HSE Internal Complaint Review as well as an information sheet on the Complaints Management System.

Yours sincerely

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Insert name]*

Review Officer

For further information on the HSE’s complaint’s process please visit <http://www.hse.ie/yoursay>

PRINT ON HEADED PAPER

**HSE Consent Form**

*[Insert HSE reference number]*

*[Insert name and address of service user]*

**Please tick to show what you would like to happen.**

|  |
| --- |
| I *[Insert name of service user],*agree to *[insert name of advocate]* acting as my advocate. **⬜**This means that I**,** *[Insert name of service user],*grant permission to *[insert name of advocate]* to submit this review request on my behalf. I**,** *[Insert name of service user],* **grant** **⬜ do not grant ⬜**  permission to *[insert name of review officer]* to access my personal patient confidential information for the purpose of conducting the review. **I grant** **⬜ do not grant ⬜** *[insert name of review officer]* permission to send correspondence to and receive correspondence from *[insert name of person who submitted the review request]* on my behalf. I wish to be copied on all correspondence sent to my Advocate. **⬜** I wish to be the **only** person to be sent correspondence on this review**.** **⬜** Please issue correspondence to me at (insert postal or email address):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**OR**I *[Insert name of service user],* **do not agree** to *[insert name of advocate]* acting as my advocate. **⬜**This means that I**,** *[Insert name of service user],* **do not** grant permission to *[insert name of advocate]* to submit this review request on my behalf.**I do not give my consent for this review to proceed. ⬜** |

Telephone number: ⬜⬜⬜⬜⬜⬜⬜⬜⬜⬜

|  |  |  |  |
| --- | --- | --- | --- |
| Signed: |  | Date: |  |
|  | *[Signed by Service User ]* |  |  |

# Letter to be sent to Review Requester where consent is required from Service User

 *[Insert review officer’s address]*

*[Insert HSE reference number]*

*[Insert date]*

**Private and confidential**

*[Insert name and review requester’s address]*

Dear *[Insert review requester’s title and name]*

I wish to inform you that I have been nominated to examine your request for a Stage 3 HSE Internal Complaint Review received *[insert date]* in relation to *[insert brief description].*

As this request is made on behalf of *[insert name of service user],* I must check with them whether or not they wish to have a review of the recommendations made following the investigation of the complaint.

I have written to *[insert name of service user]* seeking *his/her* consent to access their files as part of the review and their permission to liaise with you as their advocate.

If it is the wish of *[insert name of service user]* not to have a review of the complaint, we will close the request and notify you. It is also open to *[insert name of service user]* to raise any complaints he/she has directly with the *[insert name of service provider]* if they wish.

If you have any queries, please do not hesitate to contact me *[insert contact details].*

Yours sincerely

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Insert name]*

Review Officer

For further information on the HSE’s complaint’s process please visit <http://www.hse.ie/yoursay>

# Letter to be sent from Review Officer to Review Requester who does not wish to have review investigated / who wishes to withdraw their complaint

*[Insert review officer’s address]*

*[Insert HSE reference number]*

*[Insert date]*

**Private and confidential**

*[Insert review requester’s name and address]*

Dear *[Insert review requester’s title and name]*

Further to your recent contact by *[phone/email/letter]* I note that you no longer wish to pursue your request for review. I now consider this review withdrawn and closed.

If I can be of any further assistance in the future, please do not hesitate to contact me *[insert phone number/email]*.

Yours sincerely

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Insert name]*

Review Officer

For further information on the HSE’s complaint’s process please visit <http://www.hse.ie/yoursay>

# Letter from Review Officer to Complaints Officer

*[Insert review officer’s address]*

*[Insert HSE reference number]*

*[Insert date]*

**Private and confidential**

*[Insert complaints officer’s name and address]*

Dear *[Insert complaints officer’s title and name]*

I wish to advise you that *[insert review requester’s title and name]* has been in contact with the *[insert complaint manager’s name and title]* to request a Stage 3 HSE Internal Complaints Review of the recommendations made following the investigation of a complaint made *by them/ on behalf of* *name of service user* complaint made on *[insert date]* to *[insert HSE location].*

In accordance with Part 9 of the Health Act 2004, I have been assigned to conduct the review*.*

I understand that you were the appointed Complaints Officer assigned and investigated this complaint at local level. I would, therefore, be obliged if you could forward a copy of the file you hold on this complaint by return to *[insert name and address]* to assist me in this review.

Thank you for your assistance.

Yours sincerely

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Insert name]*

Review Officer

cc *[Insert service manager]*

For further information on the HSE’s complaint’s process please visit <http://www.hse.ie/yoursay>

# Letter to be sent to Accountable Officer if request for review contains clinical and non clinical issues

*[Insert review officer’s address]*

*[Insert HSE reference number]*

*[Insert date]*

**Private and confidential**

*[Insert Accountable Officer’s name and address]*

Dear *[Insert Accountable Officer’s title and name]*

I wish to advise you that *[insert review requester’s title and name]* has been in contact with the *[insert complaint manager’s name and title]* to request a Stage 3 HSE Internal Complaints Review of the recommendations made following the investigation of a complaint made *by them/ on behalf of* *name of service user* on *[insert date]* to *[insert HSE location].*

In accordance with Part 9 of the Health Act 2004, I have been assigned to review the concerns raised by *[insert review requester’s title and name].* I have examined the request for review and have identified that it contains both clinical and non clinical matters. I now enclose the request for review from *[insert review requester’s title and name],* dated, *[insert date]* in relation to *[insert brief description of request concerning clinical issues].* I would be grateful if you could examine the clinical aspects of this case outlined in the request for a review in conjunction with the *relevant clinical lead* *clinical director (for hospital complaints)* / *relevant* *head of discipline (community care)* and issue a response to *[insert review requester’s title and name]* and the Complaints Manager.

I have advised *[insert review requester’s title and name]* that clinical reviews are outside the scope of the Health Act 2004 or Health Act 2004 (Complaints) Regulations 2006. Please find a copy of this correspondence to *him/her* enclosed.

If you have any questions or you would like to discuss any part of this letter, please do not hesitate to contact me. My number is *[insert telephone number / email address].*

Yours sincerely

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Insert name]*

Review Officer

*Encl. (copy of Letter from Review Requester)*

*Further guidance on complaints for clinical staff is available from https://www.hse.ie/eng/about/who/complaints/ysysguidance/appendices/*

#

# Letter to be sent to Review Requester if request for review contains clinical and non clinical issues

*[Insert review officer’s address]*

*[Insert HSE reference number]*

*[Insert date]*

**Private and confidential**

*[Insert review requester’s name and address]*

Dear *[Insert review requester’s title and name]*

I wish to inform you that I have been nominated by *[insert complaint manager’s name and title]* to examine your request for a Stage 3 HSE Internal Complaints Review of the recommendations made following the investigation of the complaint made by you / on behalf of (insert Service User’s name), about *[insert HSE location].*

I wish to advise you that I have examined your request and have identified that it includes both clinical and non clinical matters.

Under Part 9 of the Health Act 2004 and HSE Policy, Your Service Your Say, the Management of Service User Feedback, there is no review available for clinical judgement issues.

However, I am referring your request for a review of the clinical aspects of this case to *[insert name]* so that they might examine this request. I wish to advise you they will respond directly to you to advise you of what steps, if any, are deemed necessary in this instance. I also wish to advise you that clinical reviews which they may undertake are outside the scope of the Health Act 2004 or Health Act 2004 (Complaints) Regulations 2006.

I will examine the non clinical aspects of your review. In line with the statutory requirements and the HSE policy and procedure for the management of service user feedback a review should be completed within **20 working days**. In the event that the review process takes longer than 20 working days I will inform you of the progress of the investigation and the additional time that may be required to complete the review.

If you have any questions, or should you wish to provide any additional information regarding your review do not hesitate to contact me on *[insert telephone number/e-mail].*

Yours sincerely

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Insert name]*

Review Officer

*c.c. [insert complaint manager’s name]*

For further information on the HSE’s complaint’s process please visit <http://www.hse.ie/yoursay>

# Letter from Review Officer to Review Requester notifying delay / further delay

*[Insert review officer’s address]*

*[Insert HSE reference number]*

*[Insert date]*

**Private and confidential**

*[Insert review requester’s name and address]*

Dear [*Insert review requester’s title and name]*

I refer to a request for a Stage 3 HSE Internal Complaints Review following an investigation under Stage 2 of a complaint made by you / on behalf of (insert Service User name) made on *[insert date].*

I wish to notify you and apologise that there has been a delay / further delay in completing the review*.*  This delay is due to *[insert reason for delay].* I expect to have the review completed by *[insert date].* However, I will keep you informed of the progress of the investigation.

I apologise for any inconvenience caused. If you have any queries in relation to this matter, please do not hesitate to contact me on *[insert telephone number/email].*

Yours sincerely

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Insert name]*

Review Officer

For further information on the HSE’s complaint’s process please visit <http://www.hse.ie/yoursay>

# Letter from Review Officer advising a line manager of receipt of a review request regarding a complaint made against a named staff member

 *(Insert review officer’s address)*

*(Insert HSE reference number)*

*(Insert date)*

Dear *(Insert Title & name)*

I wish to inform you that I have been appointed as the Review Office for a complaint submitted to the HSE on *[insert date]* in relation to *[insert detail]* and which was investigated under Stage 2 of Your Service Your Say.

As the complaint involved a member of your staff, *[insert name*], I may need to engaged directly with this staff member as part of my review.

As outlined in the Your Service Your Say Feedback Policy 2017, the principals of natural justice and fairness require that any persons directly affected by a complaint be;

1. Informed of the complaint,
2. Provided with an opportunity to respond
3. Informed of the conclusions reached following investigation of the complaint and of the findings which informed these conclusions, and
4. Afforded the opportunity to respond to any adverse findings.

Can you please advise *[insert name of staff member]* of the request received for review of the complaint and that I will be in direct contact with them?

Can you also please advise them of the various supports available to assist them through this process?

I will inform you of any adverse findings following my investigation should any follow up action be required.

Yours sincerely

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 *(Insert name)*

Review Officer

For further information on the HSE’s complaint’s process please visit <http://www.hse.ie/yoursay>

# Letter from Review Officer to named staff member advising of receipt of a Review Request for complaint against them, what is required from them and what their rights are

 *(Insert review officer’s address)*

*(Insert HSE reference number)*

*(Insert date)*

Dear *(Insert Title & name)*

Please find attached *(insert as appropriate review request or an extract from a review request) to examine those recommendations arising out of a Stage 2 investigation that related to your involvement with the complaint.*

*(Only include elements of the complaint directly related to the named person)*

Please note that I have been assigned as Review Officer to examine this matter.

As outlined in the Your Service Your Say Feedback Policy 2017, the principals of natural justice and fairness require that any persons directly affected by a complaint be;

1. Informed of the complaint,
2. Provided with an opportunity to respond
3. Informed of the conclusions reached following investigation of the complaint and of the findings which informed these conclusions, and
4. Afforded the opportunity to respond to any adverse findings.

I have reviewed your submission in relation to complaint.

I have a few questions *or need additional information* in relation to *(insert details)*

Can you please *submit your response to these /provide me with the additional information required* by *[insert date),* (10 working days)

OR

I would like to arrange a meeting with you to discuss the complaint. Can you please advise by [insert date] if you are available on *[insert date and time).*Please know that you are entitled to bring a representative with you to the meeting.

If any adverse findings or conclusions are reached *in relation to you or directly affecting you* during the course of the review, I will provide you with an extract of the draft report regarding these. You will have a further opportunity to provide additional comment which I will consider.

I will then issue you the extract from the final report that relates to your involvement within the complaint.

If you remain dissatisfied with the findings, please note that you can discuss these with your Line Manager who will advise you of your right to progress this through the HSE’s Grievance and Disciplinary Procedures.

Please know that your Line Manager can advise you of the various supports available to you during this process.

If you have any questions, please do not hesitate to contact me directly.

Yours sincerely

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 *(Insert name)*

Review Officer

For further information on the HSE’s complaint’s process please visit <http://www.hse.ie/yoursay>

# Letter from Review Officer to Staff Member re adverse findings

**Follow up phone call required to ensure receipt of letter**

 *[Insert review officer’s address]*

*[Insert HSE reference number]*

*[Insert date]*

**Private and confidential**

**Strictly for the attention of the addressee only**

*[Insert staff member’s name and address]*

Dear*[Insert staff member’s name and title]*

I wish to advise you that *[insert name of review requester]* has been in contact with the (insert name of CHO / Hospital Group / National Service) Complaints Manager to request a review of the complaint investigated under Stage 2 made by them */ on behalf of (insert Service User’s name)* on *[insert date]* in accordance with Part 9 of the Health Act 2004.

I was assigned to conduct the review and following this I am upholding some of the findings made, however, during the course of my investigation I have also made a number of draft adverse findings. In accordance with the principles of natural justice and the legislation, I am sending you the draft findings relevant to you, for your consideration and response if desired.

I would be grateful if you would examine the extracts from the draft report and if you have any comments which you would like me to take into account as part of my final deliberations, please forward these to me within 10 working days *[insert date].*

I will then issue you the extract from the final review report that relates to your involvement within the complaint.

If you remain dissatisfied with the findings, please note that you can discuss these with your Line Manager who will advise you of your right to progress this through the HSE’s Grievance and Disciplinary Procedures.

Please know that your Line Manager can advise you of the various supports available to you during this process.

If you have any queries in relation to this matter, please do not hesitate to contact me on *[insert telephone number/email].*

Yours sincerely

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Insert name]*

Review Officer

For further information on the HSE’s complaint’s process please visit <http://www.hse.ie/yoursay>

**Cover Letter for Final Report from Review Officer to Review Requester**

*[Insert review officer’s address]*

*[Insert HSE reference number]*

*[Insert date]*

*[Insert review requester name and address]*

Dear *[Insert review requester’s name]*

I wish to inform you that I have completed my review of the recommendations made following the investigation of the complaint made by you / on behalf of service user about *[insert reason/HSE location].*

I now attach for your information and attention a copy of my report and recommendations.

I can also advise that the manager*(s)* of the service(s) relating to your complaint *has/have* also received a copy of this report.

Delete the following two paragraphs where there is no follow up for the Manager

*He/She/They* will contact you within 30 working days of receipt of the report to advise you on the steps being taken to implement the recommendations.

In accordance with the Health Act 2004 (Section 51(2)), if the implementation of a recommendation requires a significant amendment to the HSE’s approved Service Plan, the manager*(s)* may amend or reject the recommendation or take alternative measures. In such cases, the reasons for this decision and/or the details of alternative measures being taken will be clarified for your information and understanding.

If you remain dissatisfied with my response, you can refer your complaint for Independent Review to the Office of the Ombudsman */ Ombudsman for Children*.

The Ombudsman is fair, independent, and free to use. The Ombudsman will ask you for details of your complaint and a copy of *this letter / our final response to your complaint*.

*Insert*

The best way to contact the Ombudsman is by:

* ***Clicking on the ‘Make a Complaint’ link at*** [***www.ombudsman.ie***](http://www.ombudsman.ie)
* Writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773
* Calling the Ombudsman on 01 639 5600 if you have any queries

*OR, as appropriate*

To request an independent external review, please contact:

Office of the Ombudsman for Children

Millennium House

52-56 Great Strand Street

Dublin 1

D01 F5P8

Tel: +353-1-8656800

LoCall: 1-890-654654(from outside 01 area)

E-mail: oco@oco.ie

Yours sincerely

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Insert name]*

Review Officer

*Copy to: [insert complaints manager’s name] / [insert complaint officer’s name]*

*Encl: Final Review Report*

For further information on the HSE’s complaint’s process please visit <http://www.hse.ie/yoursay>

**Private and confidential**

# Review Report and Recommendations



Reference number (Insert Number)

Table of contents

1. Summary of the complaint
2. A summary of the decisions/recommendations issued by the Complaints Officer
3. The review
4. The review process
5. Findings & Recommendations
6. Learning
7. Recommendation summary
8. Appendices
9. Summary of the complaint

*In this section give a brief summary of the complaint (****Who*** *made the complaint?* ***What*** *is the complaint about?,* ***Where*** *did the issue giving rise to the complaint happen?,* ***When*** *did it happen?)* *and the key issues examined: For Example:*

***(Insert service user’s name)***wrote to the HSE on *(insert date),* regarding ***his/her* Complaint**. *The complaint was received by the HSE on the (insert date).*

The key issues of concern outlined by the service user were:

***(Insert detail as appropriate)***

***(Remove the following if no specific questions asked) The service user has raised specific questions in relation to these issues:***

***(Insert detail as appropriate)***

The above issues have been summarised as follows for the rest of this report:

List and number the issues outlined within the complaint and align these to the various complaint classification headings such as Access; Dignity and Respect; Safe and Effective Care; Communication and Information; Participation; Privacy; Improving Health or Accountability). If you can insert the sub category also; e.g. dignity and respect (delivery of care)

Issue 1: Access (Appointment delays): *insert detail*

Issue 2: Communication and Information (Communication Skills) – *insert detail*

Issue 3: Safe and Effective Care (Discharge) – *insert detail*

Issue 4: Improving Health (Catering) – *insert detail*

Issue 5: Privacy (Hospital Facilities) – *insert detail*

2. A summary of the decision/recommendations issued by the complaints officer

Arising from the initial Complaint Report the following steps were taken:

*List action / decision / recommendation for each issue below (for example)*

*Issue 1: Insert Issue*

*Decision / Recommendation (give details)*

*Issue 2: Insert Issue*

*Decision / Recommendation (give details)*

*Issue 3: Insert Issue*

*Decision / Recommendation (give details)*

*Issue 4: Insert Issue*

*Decision / Recommendation (give details)*

3. The review

*(Insert Complaints Manager’s name)* appointed *(Insert Review Officers name)* as the review officer for this case.

For information purposes, the functions or a review officer are to:

1. Determine the appropriateness of a recommendation made, having regard to two elements;
	1. all aspects of the complaint and,
	2. the investigation of the complaint.

Having determined the appropriateness of the recommendation to either uphold it, vary it, or make a new recommendation if he/she considers it appropriate to do so.

4. The review process

The review process included the following steps:

1. *(Insert Complaints Manager’s name)* wrote to (*Insert Review Officer’s name*) to advise *him/her* of *his/her* assignment as a review officer
2. *(Insert Review Officer’s name)* reviewed each of the following recommendations

***List complaint issues below (for example)***

*Recommendation 1: Insert complaint category / sub category – give detail*

*Recommendation 2: Insert complaint category / sub category – give detail*

*Recommendation 3: Insert complaint category / sub category – give detail*

*Recommendation 4: Insert complaint category / sub category – give detail*

5. Findings & Recommendations

* ***Outline the findings of your investigation / give a summary of the outcome of the investigation. Where relevant answer the following questions:***
	+ ***How did the incident happen?***
	+ ***Why did it happen?***
* ***State whether you acknowledge any fault on behalf of the HSE – apologise where the HSE is at fault.***

***Consider providing an apology or expressing regret for the Service User’s experience.***

**Issue 1: *(insert detail)*** *– Investigation of this issue encompassed*

***Finding***

*Below is an example of wording that could be used in a situation where you are unable to uphold a complaint due to lack of evidence to support the complaint:*

Example ‘I am unable to uphold your complaint in relation to this specific issue as I am unable to reach a determination one way or the other on the matter.  I would like to emphasise however that this does not mean that I do not accept your version of events, merely that it is not possible to reach a conclusion on this issue.’

***Complaint*** *This complaint is* **Upheld/Varied/Not upheld***.*

***Recommendation: (insert detail)***

**Issue 2: *(insert detail)*** *– Investigation of this issue encompassed*

 ***(insert detail)***

***Finding: (insert detail)***

***Complaint*** *This complaint is* **Upheld/Varied/Not upheld***.*

***Recommendation: (insert detail)***

6. Learning (insert detail of any learning identified as a result of the review

**For example:**

**I would like to take this opportunity to thank you again for taking the time to contact us with your concerns. I want to assure you that the investigation and recommendations outlined above has resulted in important learning for the Centre and subsequently will lead to service improvement.**

7. Recommendation Summary

**List detail of all recommendations below:**

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Review Officer

# Service User Feedback Form (Optional form which can be sent with final report)

***The Complaint Review Handling - Service User Feedback Form can be included with the final report going out to the Review Requester. Please ensure your local Complaint Managers details are inserted at the bottom of this form***.

**Complaint Review Handling: Service User Feedback Form**

|  |  |
| --- | --- |
| **Name of Review Officer (in block capitals):** **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |  |
|  |  | **Yes** | **No** |
| **1.** | **Was your complaint review handled within the required complaint investigation timeframes, as follows:** |  |  |
|  | 1. Did you receive an initial acknowledgement of your complaint within five working days?
 |  |  |
|  | 1. Did the acknowledgement set out the issues to be investigated and provide you with your review rights?
 |  |  |
|  | 1. Was the investigation into your complaint review completed within 20 working days?
 |  |  |
| **2.** | **If applicable, were you advised of a delay to the investigation** (*that it would take longer than 20 working days*) **and any ongoing delay?** |  |  |
| **3.** | **Were you pleased with the quality of communication with the HSE** (Review Officer) **during the complaints process?** |  |  |
| **4.** | **Did you receive an investigation report that set out the scope of the review , how issues were examined, the findings and the recommendations?** |  |  |
|  |  |  |  |
|  | *Additional remarks and comments:* |  |  |
|  |  |  |  |
| **6.** | **Were you made aware of your rights to request an External Review** *(e.g. Office of the Ombudsman or Ombudsman for Children, etc.)?* |  |  |
|  |  |  |  |
| **7.** | Overall, how satisfied are you with the handling of your complaint review? |  |  |
|  | Tick ***one*** as appropriate: |  |  |  |  |
|  | Excellent |  | Adequate |  |  |  |  |
|  | Good |  | Poor |  |  |  |  |
|  | Satisfactory |  | Unsatisfactory |  |  |  |  |
|  |  |  |  |
|  | *Additional remarks and comments:* |  |  |

**Thank you for taking the time to complete this evaluation.**

**Please return the form to the Complaints Manager.**

Complaint Manager Details: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Letter from Review Officer to Accountable Officer following the review of a complaint

 *[Insert review officer’s address]*

*[Insert HSE reference number]*

*[Insert date]*

**Private and confidential**

 *[Insert Accountable Officer’s name and address]*

**Re:***[Insert Name of review requester]*

Dear [*Insert Accountable Officer’s title and name]*

I wish to inform you that I have completed my review of the recommendations made following the investigation of a complaint, made by *[insert name of review requester] in relation to / on behalf of XXX.* I now attach for your information a copy of my report and recommendations.

Under the legislation, you have 30 working days from the date of receipt of this report to write to the following people and notify them of the steps being taken or proposed to be taken to implement the recommendations made. If it is proposed not to implement some or all of the recommendations the reasons for this decision must be set out[[1]](#footnote-1)1.

*[insert review requester’s name]*

*[insert complaint manager’s name]*

*[insert complaint officer’s name]*

*[insert review officer’s name/the undersigned]*

If you wish to have any matter or issue clarified, please do not hesitate to me on *[insert contact details].*

In the event that the review requester is dissatisfied with the outcome of my review the review requester has the right to refer their complaint to the *Office of the Ombudsman / Office of the Ombudsman for Children* please select as appropriate.

Thank you for your assistance.

Yours sincerely

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 *[Insert name]*

Review Officer

*cc [insert complaints manager’s name]*

 *[insert complaint officer’s name]*

*Encl. (copy of report and recommendations****)***

For further information on the HSE’s complaint’s process please visit <http://www.hse.ie/yoursay>

## Recommendation Action Plan Template

The Action Plan will set out what recommendations have been accepted, or rejected and why, by the Accountable Officer. The plan will also set out where a recommendation has been amended, and why, and include the revised text for the recommendation. In addition the Accountable Officer will advise by when the recommendations should be implemented. For updates on the implementation of recommendations please contact your Complaints Officer.

|  |  |  |
| --- | --- | --- |
| **Action Plan Template** |  |  |
| **Insert Complaint Reference Number** |  |  |
| **No.** | **Recommendation** | **Accountable Officer** | **Approved or Rejected or Amended** | **Outline Reason for Rejection / Amendment**  | **Text of amended recommendation (if applicable)** | **Date of Implementation of Recommendation** |
| 1 |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |
|  |  |  |  |  |  |  |



HSE Your Service Your Say Anonymised Learning Notification Form

**Complaint Investigation** [ ]  **Review** [ ]

**Completed: Q1** [ ]  **Q2** [ ]  **Q3** [ ]  **Q4** [ ]

**Location:** [ ] **CHO and Service Area**

[ ] **Hospital and Directorate**

[ ] **National Service**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Complaint Category** |  | **Sub Category**  |  | **Issue**  |  |
| **Complaint Category** |  | **Sub Category**  |  | **Issue**  |  |
| **Complaint Category** |  | **Sub Category**  |  | **Issue**  |  |

**Complaint Status: Upheld** [ ]  **Partially Upheld** [ ]  **Not Upheld** [ ]

|  |
| --- |
| **Background to Complaint** |
|  |
| **Investigation** |
|   |
| **Outcome and Learning** |
|  |
| **Please forward the Anonymised Learning Notification Form to your Complaints Manager** |
| **Name:**  | **Complaints Officer** [ ]  | **Review Officer** [ ]  |
| **Email:**  | **Tel/Mobile:**  |
| **Occurrence or Reference Number:**  |
| **Complaints Manager Name:**  | **Date: DD/MM/YYYY** |

# Letter from Review Officer to Accountable Officer if no response received following recommendations

*[Insert Review Officer’s address]*

*[Insert HSE reference number]*

*[Insert date]*

**Private and confidential**

*[Insert Accountable Officer’s address]*

**Re:***[Insert name of review requester]*

Dear *(Insert Accountable Officer’s title and name)*

I refer to a letter and report sent to you dated *[insert date],* in relation to the above named and their request for a Stage 3 HSE Internal Complaints Review of the Complaints Officer’s recommendations about *XXX.*

As advised, under the legislation, you were obliged within 30 working days from the date of receipt of the report to notify *the review requester, the complaints officer,* *the complaints manager* and me of the steps being taken or proposed to be taken to implement the recommendations made.

I have not received a copy of your response to date and as the timeframe for response has now passed, I would be grateful if you could respond to the recommendations as a matter of urgency.

If you wish to have any matter or issue clarified, please do not hesitate to me on *[insert contact details].*

Thank you for your assistance.

Yours sincerely

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*[Insert name]*

Review Officer

For further information on the HSE’s complaint’s process please visit <http://www.hse.ie/yoursay>

# Letter to Accountable Officer seeking update on implementation of recommendations made

 *(Insert review officer’s address)*

*(Insert HSE reference number)*

*(Insert - Re: (review requester name))*

*(Insert date)*

*(Insert name and Address of accountable officer)*

Dear *(Insert accountable officer’s name)*

In line with Your Service Your Say Feedback Policy 2017, I undertook a review following a Stage 2 investigation into a complaint made by the above named service user following which I made a number of recommendations regarding your service area.

As per policy you contacted both myself and insert name of Review Requester / Service User on insert date to advise that you were accepting insert ‘all’ or specify the number of the recommendations and issued a Recommendation Action Plan.

In accordance with Your Service Your Say Feedback Policy 2017, can you please update the Recommendation Action Plan Update template enclosed/attached and specify for each recommendation listed if this is implemented, in-progress, partially implemented or delayed and the reasons.

Can you please return your completed Recommendation Action Plan Update to me within **10 working days** of the date of this request?

If you have any queries, please don’t hesitate to contact me.

Yours sincerely

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*(Insert name)*

Review Officer

## Recommendation Action Plan Update Template

|  |
| --- |
| **Recommendation Action Plan Template** |
| **Insert Review Reference**  |
| **No.** | **Detail of Approved Recommendation** | **Accountable Officer** | **Date for Implementation advised post Review.** | **Status of implementation (Implemented / In-progress / Partially Implemented / Delayed)** | **Comment****(*please provide explanation regarding partial, in-progress or delayed implementation*)** | **Revised date of implementation** |
| 1 |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

1. *1 Under paragraph 16(2) of the Health Act 2004 (Complaints) Regulations 2006 (S.I. No. 652 of 2006) the Executive shall take such steps as*

*are reasonable to give effect as soon as practicable and to the greatest extent practicable to any upheld, varied or new recommendation*

*made by the review officer, provided that you are satisfied that it is within the functional remit of the HSE to do so.* [↑](#footnote-ref-1)