

What to Expect in Stage 2 – Formal investigation

What will the complaints officer do?



The Complaints Officer will look at your complaint to see if they can help or let you know who can help if they cannot help you.

The Complaints Officer will send your complaint to the correct service to help you.

Informal Resolution:



A Complaints Officer may speak with you directly within **2 working days (48 hours)** to see if they can help you with your complaint.

If they cannot help immediately, they will then carry out an investigation of your complaint.



An investigation is when someone will check all of the information about a complaint to find out what happened.

Formal Investigation:



The Complaints Officer will send you a letter or email to let you know that they are investigating your complaint within **5 working days** of getting your complaint.

- If there are parts to your complaint that need to be looked at by someone other than the Complaints Officer, the Complaints Officer will let you know about this.

The Complaints Officer will also let you know that they may need to see your personal information to look into your complaint.



- You can say no to this and let the Complaints Officer know within 5 working days after you get their letter or email.



- Not being able to see your personal information may mean that the Complaints Officer cannot fully look into your complaint.

- Your information will only be looked at if needed and will be kept safe and secure.



- If someone sends in a complaint for you, the Complaints Officer will contact you to confirm that you are happy for that person to send in a complaint.

- The Complaints Officer will also ask if you are happy for that person to be involved in the complaint.



- The Complaint Officer will ask you if you want to see any letters, emails or reports that the Complaints Officer may send about your complaint to that person.

The Complaints Officer may ask you to sign a form saying you agree with the choices you make to have support from that person.

A Complaints Officer will contact you if they need more information



- You will have **10 working days** to send in more information.
- The Complaints Officer may give you more time if you need it.
- If you cannot get this information or do not send it in, the Complaints Officer may not be able to look into your complaint fully and will let you know.



The Complaints Officer will try to investigate your complaint within **30 working days** but will let you know if they need more time.



The Complaints Officer will tell you what is happening every **20 working days** after that.

When the Complaints Officer has finished the investigation, they will send a report and a letter to you.

1. The report will say:

- what your complaint was about,
- what the Complaints Officer did to look into your complaint,
- what the outcome of the complaint was and what recommendations or actions need to happen now.





2. The letter sent with the report will let you know what you can do if you are not happy with the result of the investigation.



The Complaints Officer will also send a copy of the report to the manager of the service.

The manager of the service is the Accountable Officer.



- The Accountable Officer will write to you within **30 working days** to let you know when they will act on the recommendations.

- If the Accountable Officer does not agree with the recommendations or wants to change these they will let you know why.



- If the Accountable Officer does not write to you, you can ask the Complaints Officer to follow up with them.
- If, after some time, the recommendations are not put in place, you can contact the Complaints Officer and ask them to follow up.

Review Rights:



You can ask for a **Stage 3 HSE Internal Complaint Review** if you are not happy with the result of your complaint. There is another information sheet for Stage 3.



1. A Review Officer will look at the actions or recommendations in the complaint report and check if these are correct or if they need to be changed or if new actions or recommendations should be added.
2. The Accountable Officer may decide to wait before putting recommendations in place until the Stage 3 review is finished.
3. The Accountable Officer will let you know this within **5 working days** of making that decision. .



You can also ask for a **Stage 4 Independent Review** of your complaint from, for example, the Office of the Ombudsman or Ombudsman for Children, either directly after Stage 2 or following a Stage 3 Internal Review. The office of the Ombudsman is an independent office outside of the HSE.



Advocacy Services:

If you need help to make a complaint you can contact HSE Your Service Your Say.



You can get support by phone on 1800 424 525, Monday to Friday 9am to 5pm (except bank holidays). Call +353 1 642 4555 from outside Ireland.



or Email yoursay@hse.ie



You can also contact an advocacy service to help you with your complaint. Details of some of the advocacy services available can be found at:

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

Further information on Your Service Your Say can be found at

www.hse.ie/yoursay



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