



Your Service  
Your Say

# Timeframes

## Service User / Complainant Timeframes

To make a complaint	<b>12 months</b>
If Complainant does not wish patient confidential information to be accessed	<b>5 working days</b> from date of Acknowledgement Letter
Withdraw complaint	<b>At any stage</b>
Request a review of a complaint	<b>30 working days</b>
Refer complaint to Ombudsman	<b>At any stage</b>

## All staff

Respond to request for information	<b>10 working days</b>
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## All staff at Point of Contact

Point of Contact Resolution	<b>Immediately</b> / < 48 hours* – where possible
Point of Contact Resolution – Line Manager	<b>&lt; 48 hours*</b> – where possible

## Complaints Officer Timeframes

Notify Complainant of decision to extend/not extend 12 months timeframe	<b>5 working days</b>
Complaints Officer (& QPS/Clinical Director) Resolution	<b>&lt; 48 hours*</b> – if appropriate
Notification Letter to QPS/Clinical Director	<b>On receipt of complaint</b> – if appropriate
If complaint does not meet criteria for investigation – inform Complainant	<b>5 working days</b>
Acknowledgment Letter	<b>5 working days</b> from receipt of complaint in HSE
Seeking further information	<b>10 working days</b>
Update Complainant and relevant staff	<b>Every 20 working days</b> after initial 30 day due date
Investigate and conclude (Report)	<b>30 working days</b> from date of Acknowledgement Letter
Conclude at latest	<b>6 months</b>

## Review Officer Timeframes

Notify Complainant of decision to extend/not extend 30 days timeframe	<b>5 working days</b>
Review Officer should make contact with Complainant & explain process	<b>&lt; 48 hours*</b> – if appropriate
Acknowledgement Letter	<b>5 working days</b> from receipt of review request in HSE
If complaint does not meet criteria for review – inform Complainant	<b>5 working days</b>
Seeking further information	<b>10 working days</b>
Update Complainant and relevant staff	<b>Every 20 working days</b> after initial 20 day due date
Investigate and conclude (Report)	<b>20 working days</b> from date of Acknowledgement Letter

## Head of Service / Accountable Officer Timeframes

Complaint – Recommendation(s) Action Letter	<b>30 working days</b>
Review – Recommendations(s) Action Letter	<b>30 working days</b>

\* 2 working days