

## *Ealga Lodge Nursing Home Complaints Policy & Process*

While we at Ealga Lodge Nursing Home always strive to provide high quality care and services to all residents, we also appreciate that at times you may wish to raise a concern or complaint. We take all concerns and complaints seriously and consider them as an opportunity for us to listen, learn and make improvements.

### Should you wish to make a complaint or raise a concern



Speak with the nurse on duty, who may be able to resolve or address your concerns immediately or if not will inform you of the reason for this and will record your complaint, and inform the Director of Nursing, who will contact you within **5 working days**, to check that you are satisfied with how your concern/ complaint was managed or to advise you of the actions they intend to take, and the timelines involved.



You may wish to contact the Director of Nursing directly, who can be reached at Tel: 0505 47969  
You may email your concerns directly to the Director of Nursing at [santhosh@ealgalodge.ie](mailto:santhosh@ealgalodge.ie) or you may write to Director of Nursing, Ealga Lodge Nursing Home, Main St, Shinrone, Birr, Co. Offaly, R42 EA34.  
The Director of Nursing will acknowledge receipt of your complaint/concern within **5 working days**.



All complaints/ concerns are investigated, and you will be provided with a response, including findings, and any actions that are taken, within 30 working days.

Should we require additional time to complete the investigation we will notify you of this.



If you feel that your complaint has not been addressed or resolved to your satisfaction, you may request a review to the Complaints Review Officer Kathy McLoughlin, Group Quality and Assurance  
Lead Email: [kathy@elizacare.ie](mailto:kathy@elizacare.ie) Mobile: 087 170 9542

The Complaints Review Officer will acknowledge receipt of your request for a review within 5 working days and will respond to you within 20 working days. Should additional time be required to complete the review you will be notified of this.

You may also ask the **Office of The Ombudsman** to examine your complaint: Telephone: 01 639 5600; Lo-call: 1890 223 03 Email: [ombudsman@ombudsman.ie](mailto:ombudsman@ombudsman.ie) Website: [www.ombudsman.ie](http://www.ombudsman.ie)

Should you require support to make a complaint please speak to the Director of Nursing and they can support you to make a complaint or refer you to Advocacy Services.



## *Eliza Lodge Nursing Home Complaints Policy & Process*

While we at Eliza Lodge Nursing Home always strive to provide high quality care and services to all residents, we also appreciate that at times you may wish to raise a concern or complaint. We take all concerns and complaints seriously and consider them as an opportunity for us to listen, learn and make improvements.

### Should you wish to make a complaint or raise a concern



Speak with the nurse on duty, who may be able to resolve or address your concerns immediately or if not will inform you of the reason for this and will record your complaint, and inform the Director of Nursing, who will contact you within **5 working days**, to check that you are satisfied with how your concern/ complaint was managed or to advise you of the actions they intend to take, and the timelines involved.



You may wish to contact the Director of Nursing directly, who can be reached 05791 52922

You may email your concerns directly to the Director of Nursing at [manager@elizacare.ie](mailto:manager@elizacare.ie) or you may write to Director of Nursing, Eliza Lodge Nursing Home, Five Roads, Banagher, Co. Offaly, R42 XP20.

The Director of Nursing will acknowledge receipt of your complaint/concern within **5 working days**.



All complaints/ concerns are investigated, and you will be provided with a response, including findings, and any actions that are taken, within 30 working days.

Should we require additional time to complete the investigation we will notify you of this.



If you feel that your complaint has not been addressed or resolved to your satisfaction, you may request a review to the Complaints Review Officer Kathy McLoughlin, Group Quality and Assurance Lead Email: [kathy@elizacare.ie](mailto:kathy@elizacare.ie) Mobile: 087 170 9542

The Complaints Review Officer will acknowledge receipt of your request for a review within 5 working days and will respond to you within 20 working days. Should additional time be required to complete the review you will be notified of this.

You may also ask the **Office of The Ombudsman** to examine your complaint: Telephone: 01 639 5600; Lo-call: 1890 223 03 Email: [ombudsman@ombudsman.ie](mailto:ombudsman@ombudsman.ie) Website: [www.ombudsman.ie](http://www.ombudsman.ie)

Should you require support to make a complaint please speak to the Director of Nursing and they can support you to make a complaint or refer you to Advocacy Services.

## Larissa Lodge Nursing Home Complaints Policy & Process

While we at Larissa Lodge Nursing Home always strive to provide high quality care and services to all residents, we also appreciate that at times you may wish to raise a concern or complaint. We take all concerns and complaints seriously and consider them as an opportunity for us to listen, learn and make improvements.

### Should you wish to make a complaint or raise a concern



Speak with the nurse on duty, who may be able to resolve or address your concerns immediately or if not will inform you of the reason for this and will record your complaint, and inform the Director of Nursing, who will contact you within **5 working days**, to check that you are satisfied with how your concern/ complaint was managed or to advise you of the actions they intend to take, and the timelines involved.



You may wish to contact the Director of Nursing directly, who can be reached 074 916 8526

You may email your concerns directly to the Director of Nursing at [manager@larissalodge.ie](mailto:manager@larissalodge.ie) or you may write to Director of Nursing, Larissa Lodge Nursing Home, Carnamuggagh, Letterkenny, Co. Donegal, F92 Y726.



All complaints/ concerns are investigated, and you will be provided with a response, including findings, and any actions that are taken, within 30 working days.

Should we require additional time to complete the investigation we will notify you of this.



If you feel that your complaint has not been addressed or resolved to your satisfaction, you may request a review to the Complaints Review Officer Kathy McLoughlin, Group Quality and Assurance Lead Email: [kathy@elizacare.ie](mailto:kathy@elizacare.ie) Mobile: 087 170 9542

The Complaints Review Officer will acknowledge receipt of your request for a review within 5 working days and will respond to you within 20 working days. Should additional time be required to complete the review you will be notified of this.

You may also ask the **Office of The Ombudsman** to examine your complaint: Telephone: 01 639 5600; Lo-call: 1890 223 03 Email: [ombudsman@ombudsman.ie](mailto:ombudsman@ombudsman.ie) Website: [www.ombudsman.ie](http://www.ombudsman.ie)

Should you require support to make a complaint please speak to the Director of Nursing and they can support you to make a complaint or refer you to Advocacy Services.