

Data Protection

Information obtained in the course of processing feedback/complaints is confidential. Complaints are not included in patient's healthcare records.

In the case of a family member or advocate providing feedback, or a complaint on behalf of a service user, it may be required that we seek consent from the service user to investigate.

Dignity & Respect

Service users, families and advocates can expect to be treated in a courteous manner. We also expect the same courtesy to be shown to our staff members.

The hospital will not respond to correspondence or communication that is abusive to staff and/or does not raise any substantive issues.

How Can I Give Feedback?

Service users, families and advocates can raise a complaint, comment, or compliment related to their experience by

- Speaking with any staff member
- Email: feedback@slh.ie
- Email: complaints@slh.ie
- Complete a feedback form and leave with any staff member or place within the Feedback boxes provided.
- Scan the QR code provided
- Write to: Quality, Patient Safety & Risk Department, St Luke's Hospital, Highfield Road, Rathgar, Dublin 6
- Call 01-4065006
- "Get in Touch" section of www.stlukesnetwork.ie
- Online via HSE www.hse.ie/yoursay

St Luke's Radiation Oncology Network

Feedback Matters!

If you have a comment, concern, complaint or compliment, please let us know

A guide for patients & visitors



St. Luke's Radiation Oncology Network

(SLRON) is committed to listening and responding to service users, staff, and relatives learning from their experiences to improve our services.

What Should I Include?

When giving Feedback (especially complaints/concerns) please include:

- Your name and address
- Your contact number/email
- The name/address of an advocate, if you wish to have one, with signed consent for them to act on your behalf.
- A summary of the feedback indicating the key issues, where/when/how did it happen, who was involved, why did it happen.

If you **do not** wish to be contacted, please let us know.

What Happens Next

In the case of **positive experiences** and compliments we will inform the relevant manager and staff. This helps us to build on what we do well.

If you had a **unsatisfactory experience**, please inform a staff member or complete a feedback form located throughout the hospital. Your concerns will be forwarded to the relevant department or Feedback office who will then contact you directly.

For **Complaints** please contact the Complaints Officer, Quality, Patient Safety & Risk, Department, St Luke's Hospital, Highfield Road, Rathgar, Dublin 6.
email: complaints@slh.ie

The Complaints Officer will respond to you within 5 working days. We may call you to hear more about your concerns. We will look into your complaint and where a formal review is required, we will respond within 30 working days.

Complaints will be managed in accordance with the hospitals complaints policy.

Unresolved Complaints/Concerns

In the event that your complaint/concerns remains unresolved or you are unhappy with our response you can ask for an internal review or contact the Ombudsman directly www.ombudsman.ie

Withdrawal of Complaint

A complaint can be withdrawn at any time.

Anonymous Complaints

Anonymous complaints cannot be processed or investigated as a formal complaint and a response cannot be issued in writing. The complaint/concern will nonetheless be brought to the attention of the relevant manager(s).