



# D18 Non-Clinical Complaints Policy

We are committed to treating all patients in a courteous, consistent and professional manner. There will be times when patients are dissatisfied with the service provided by our practice. In these circumstances, the below process will be followed.

## Complaints Procedure

### Informal Complaint

You can initially raise your concern with the Admin Staff or Practice Manager. You may find that your question or complaint can be resolved informally.

### Formal Complaint

You can lodge a formal complaint in any of the following ways:

1. Email the Practice Administration team at [info@d18medical.ie](mailto:info@d18medical.ie)
2. Contact the Practice Manager on 01 6523355
3. Go to our website [www.d18medical.ie](http://www.d18medical.ie) and complete a Complaints Form
4. Post your complaint and address to Practice Manager, D18 Medical, Unit 40B Belarmine Plaza, Belarmine, D18

On receipt of a Formal Complaint the following actions will be taken

1. Your complaint will be treated with the utmost confidentiality.
2. We will acknowledge receipt of the complaint within 5 working days.
3. The complaint will be investigated, and information gathered from all parties involved.
  - a. Find out what happened, what went wrong and why.
  - b. Make it possible for you to discuss the problem with those concerned.
  - c. Ensure you receive an apology where this is appropriate.
  - d. Identify what we can do to make sure the problem doesn't arise again.
4. A decision will be made on appropriate resolution.
5. The complainant will be informed of the resolution within 20 working days.
6. The complaint will be documented together with the action taken and resolution.