



St Patrick's Mental Health Services

Policy Name: Communications Feedback and Complaints Policy		Article: 12
Policy No: COM 0007	Department (if applicable): Communications & Fundraising	
Date Implemented: 27/01/2016	Policy Updated: 13/01/2022	Revision Date: 13/01/2025
Authorisation/Signature: TAMARA NOLAN, DIRECTOR OF COMMUNICATIONS AND ADVOCACY		

1. Policy

St Patrick's Mental Health Services (SPMHS) is committed to ensuring that all aspects of our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve.

2. Objectives

St Patrick's Mental Health Services welcomes both positive and negative feedback in relation to its communications with the public and our supporters. Therefore we aim to ensure that:-

- It is as easy as possible to make a complaint
- We treat as a complaint any clear expression of dissatisfaction with our communications, which calls for a response
- We treat all complaints seriously, whether made by telephone, letter, fax, email, comment card or in person
- We deal with complaints efficiently and politely
- We respond to complaints accordingly, for example, with an explanation, or an apology where there has been an error made on our behalf, and information on any action taken etc
- We learn from complaints; use them to improve; and monitor them at our Board meetings.

3. Procedure

Step one

If you have a complaint about any aspect of our communications (including our websites, social media, newsletters and events), you can submit your complaint to our Communications Department in writing, by telephone, or in person

Write to: Ms Tamara Nolan, Director of Communications and Advocacy
St Patrick's University Hospital,
James's Street
Dublin 8
Telephone: 01 249 3335
Email: tnolan@stpatsmail.com

What happens next?

If you complain in person or over the telephone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing, we will always acknowledge your complaint within five working days, and do everything we can to resolve it within 30 working days. If this is not possible, we will explain why and advise as to when we expect to resolve your complaint.

Step two

In the first instance, complaints should be addressed to the organisation as outlined above. If you feel your complaint has not been resolved, or you are not satisfied that it has been dealt with appropriately, you may, at any stage, make your complaint in writing to the Chief Executive Officer (CEO) or the Board of Governors.

Write to:

Mr Paul Gilligan
CEO
St Patrick's Mental Health Services
PO Box 136
James's Street
Dublin 8

Or

Mr Danny Kitchen
Chairman of the Board of Governors
St Patrick's Mental Health Services
PO Box 136
James's Street
Dublin 8

What happens next?

You will receive confirmation of receipt of your complaint within five working days. The CEO and / or the Board of Governors will consider your complaint and will respond accordingly.

For details and guidance on the overall SPMHS' complaints procedure, please refer to SPMHS policy GLD 0014 or contact the Clinical Governance office at 01 249 3334.