



Feedback Friendly Culture Statement

Version Number	1	Date Approved	
Review Cycle	2 years	Next Review Date	
Policy Area	Clinical Governance	Responsible Dept.	CEO

1. A Feedback Friendly Culture

Exchange House Ireland National Travellers Service (EHINTS) endeavours to create an environment which enables Service Users to provide feedback (*comments, compliments or complaints*).

A Service User friendly approach to feedback relies on a positive attitude by the organisation towards Service User feedback.

In order to improve the cultural acceptance of feedback the organisation will:

- show how feedback can be used to drive service improvement
- demonstrate how feedback can highlight where the service is performing well
- identify how feedback can be used to improve the Service User experience
- encourage staff to view feedback from a personal perspective, for example, how they would like to be treated if they had to make a complaint

EHINTS has a 'No Wrong Door' approach in relation to receiving feedback, this means that all staff are encouraged to accept feedback and assist the Service User. The approach ensures that wherever a complaint is raised, it is the relevant staff and not the Service User that is responsible for routing it to the appropriate place for response.

There are a number of additional processes in place which also assist in enabling Service Users to provide feedback, which can include;

- Advocacy Services
- Complaints Officers/Review Officers
- Public Representatives
- Parent/Legal Guardian/Family Member/Carer

2. Who can provide feedback?

Anyone can provide feedback in relation to comments or compliments, and the following may make a complaint:

- Any person who is being or was provided with a service by EHINTS
- Any person who is seeking or has sought provision of such service

The complaint can be about any action of EHINTS that: (a) it is claimed does not accord with fair and sound administrative practice, and (b) adversely affects or affected that person.

If a person is entitled to make a complaint but is unable to do so because of age, illness or disability, the complaint may be made on that person's behalf by;

- A close relative or carer of the person,
- Any person who, by law or by appointment of a court, has the care of the affairs of that person,
- Any legal representative of the person,
- Any other person with the consent of the person, or
- Any other person who is appointed as prescribed in the regulations.

If a person who would otherwise have been entitled to make a complaint is deceased, a complaint may be made by a person who, at the time of the action in relation to which the complaint is made, was a close relative, or carer of that person. A close relative is defined in Section 45 of the Health Act, 2004 as being a parent, guardian, son, daughter, spouse or someone who is cohabiting with the person on whose behalf the complaint is being made.

3. Comments and compliments

Comments and compliments are welcomed as they enable services to promote and build on good practice. It is important to listen to comments and compliments from Service Users. Feedback leaflets will be made available in all EHINTS areas to enable people (including staff members) to acknowledge good practice or to make constructive suggestions to further improve services.

Any comments about services must be routed back to that service and to the people working there and will be used by relevant services to identify areas of the service where quality improvements are required. Comments will be logged, followed up and monitored where appropriate. A letter of acknowledgement will be sent to Service Users who provided a name and address with their comments.

Compliments that focus on individual members of staff or service will be logged and will be forwarded to the relevant employee.

4. Learning from Positive Experiences

It is recommended that good Service User experience and compliments received should be promoted and reported across all services within EHINTS. These act as a positive commentary on progress and improvement, and a focus on good quality services. There is benefit to be gained from regularly and consistently acknowledging and highlighting positive feedback across the various services.

5. Support Avenues and Assistance for Feedback

Anyone wishing to provide feedback (comment, compliment or complaint) will be encouraged and supported with a number of avenues available and assistance where needed.

- Feedback leaflets should be displayed in public areas within all services
- Multiple methods for giving feedback should be available, easily understood and promoted both during and after interaction with the service. These should include feedback boxes for feedback within service areas

- A standard approach should be adopted by all services in relation to the information available to the public when viewing the EHINTS website, i.e. service details on this site should all contain the same information and the same links for ease of reference
- The organisation should provide appropriate and accessible facilities to enable each Service User to provide feedback and to make a complaint, such as, the signposting of advocacy services and supporting the *No Wrong Door* approach.

6. Advocacy for Service Users

Advocacy services should be supported and signposted within each service so Service Users and their families who want to raise a concern or issue, know where to get support if needed.

An advocate is somebody who can act on the Service User's or the Service User's family's behalf when dealing with a service. An advocate can represent the views of those seeking information or making complaints when required.

Advocacy services help Service Users, particularly those who are most vulnerable to;

- Access information and services
- Be involved in decisions that affect them
- Explore choices and options
- Defend and promote their rights and responsibilities
- Speak out about issues that matter to them

7. Service Users with literacy, language and/or hearing difficulties

Staff members must be sensitive to Service Users who have difficulties with literacy, language and/or hearing and should provide assistance and support where needed.

The HSE National Guidelines on Accessible Health and Social Care Services 2014 provides detailed information and guidance on accessibility and chapters 4 and 5 of these guidelines provide detailed information on supporting Service Users to communicate with staff through a variety of communication aids, tools and services.