

Student Health Department University College Cork Complaints Policy and Procedure

The Student Health Department endeavours to do its best to serve the healthcare needs of the students of University College Cork. We are deeply committed to trying to deliver a quality experience in a highly professional manner. We hope that our students value our service and do not have cause for disappointment about the level of service we offer. If you do feel our standards fall below that which is acceptable we would welcome your feedback. You may provide feedback, positive or negative, in person to our team verbally, or in writing at any time. If you feel you that wish to make a complaint about our service, please be assured that we will do our utmost to consider your comments and address your concerns. The procedure involved in making a complaint about our service is outlined below.

Record-keeping and Confidentiality in dealing with a complaint

Any Formal Complaint Form(s) and related correspondence are kept separate from your clinical medical record and shall not form any part of your clinical record.

The privacy and dignity of all persons involved in a complaint will be respected at all times.

In order to investigate the complaint fully it may be necessary to reveal the identity of the complainant and/or details of the complaint.

It may not be possible or appropriate to maintain confidentiality in all circumstances. The following are examples of circumstances where confidentiality may not be maintained:

1. If it becomes clear that the complainant is at serious risk of harming themselves or another person.
2. If the complaint includes material indicating that individuals may be at serious risk of harming themselves or another person.
3. In the context of criminal behaviour where disclosures may be required for legal reasons, including where there may be Child Protection concerns.

Section 1: Informal Complaint Procedure

If you have a comment or complaint about any aspect of our service we would like to hear about it. Here is what you can do first if you have a comment or complaint about our service:

Informal Complaint Stage 1: Discuss issue directly with the individual(s) involved

Many difficulties can arise from a misunderstanding or from a failure of communication and can be addressed through further discussion and dialogue. It is often in your interests to communicate your concerns directly at an early stage by discussing the matter informally and directly with the individual(s) concerned.

Informal Complaint Stage 2: Discuss issue with Head of Student Health Department

If you feel unable to discuss the matter with the individual(s) involved, or have done so but remain significantly dissatisfied, you can ask to meet and discuss the issue with the Head of the Student Health Department. The Head of the Student Health Department will offer to meet with you. Your concern will be listened to and (s)he will do what is possible to address your concern. If appropriate other staff members may also be in attendance if it is mutually agreed. It is hoped that by hearing your concerns and outlining the Department's response to you in person that the issue and matters arising are resolved fully to both party's satisfaction.

Section 2: Formal Complaint Procedure

If resolution of your complaint cannot be achieved by the Informal Complaint Procedure outlined above in Section 1, you can proceed with your comment or complaint through the Formal Complaint Procedure.

Formal Complaint Stage 1: Complain in writing to Head of Student Health Department

Please submit your complaint in writing to the Head of Student Health Department using the **Formal Complaint Form** which is available from reception or can be downloaded from our website.

Receipt of your Formal Complaint Form will be acknowledged in writing within **7 days**.

Your complaint will be investigated by the Head of the Student Health Department and we commit to provide you a written reply to your complaint **within four working weeks**

If your Formal Complaint concerns the Head of Student Health Department, then the UCC Head of Student Experience will oversee the investigation and reply to your complaint.

Formal Complaint Stage 2: Complain in writing to Head of Student Experience

The Student Health Department is under the remit of the Head of Student Experience. If you consider that the complaint has not been adequately addressed by Formal Complaint Stage 1 above, or the subject of your complaint is the Head of the Student Health Department, you can request a review by submitting another updated **Formal Complaint Form** to the Head of Student Experience.

Receipt of your **Formal Complaint Form** will be acknowledged within **7 days**

The Head of the Student Health Department will also be asked to submit his/her own response, including what reasonable steps have been or are proposed to resolve matters. The Head of Student Experience, in consultation with other relevant University authorities, will address your concerns fully and commit to provide you a written reply to your complaint **within four working weeks**

Relevant Contact Details

Head of Student Health Department
Ardpatrick
College Road
Cork
Tel: 4902311

Head of Student Experience
North Wing Stone Corridor
Main Quadrangle
University College Cork
Tel: 4902692