



Office of the Ombudsman
Oifig an Ombudsman

'One single door for complaints'

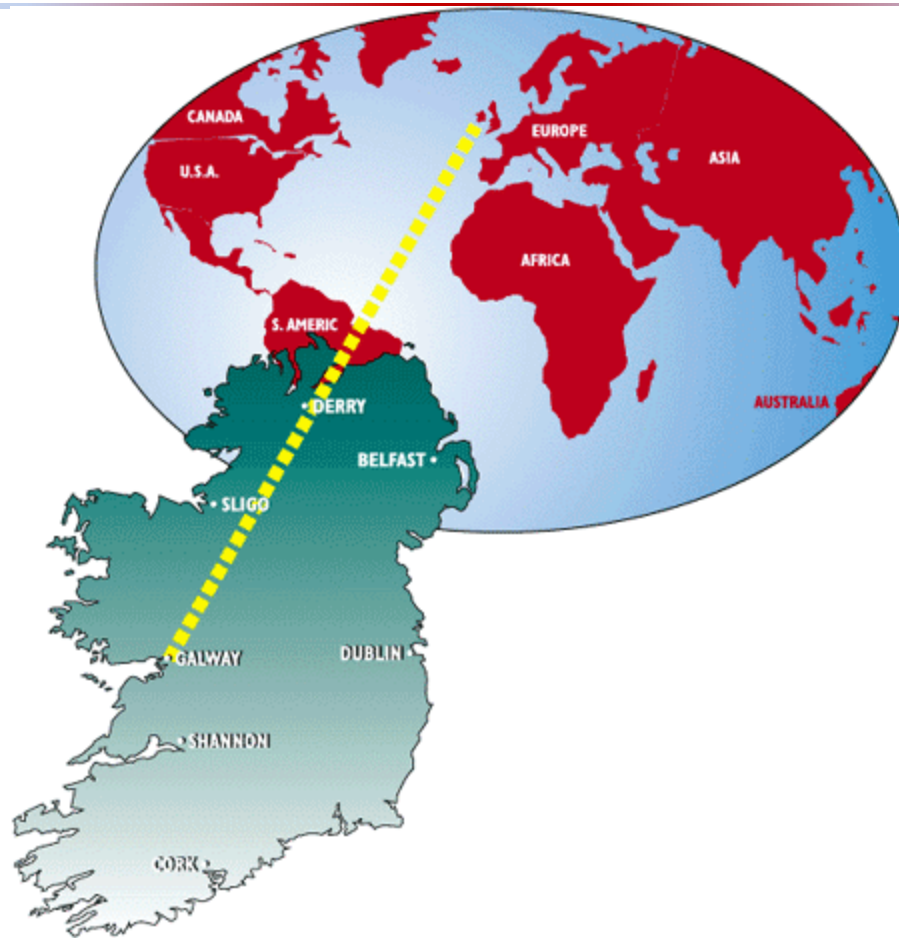
11th World Conference International Ombudsman Institute

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Director General, Office of the Ombudsman IRELAND



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LEPROSY

(bacteria)

Leprosy is a chronic disease that has afflicted people for millennia. Caused by bacteria which affects the skin and nerves, throughout history it resulted in disfiguring deformities of the limbs, hands and feet and back, and blindness. Bearing a legacy of human suffering involving rejection and exclusion from society. Leprosy is not highly contagious but many are still infected and afflicted worldwide. Causes the infection being treatable with a long course of antibiotics, the lack of education and stigma surrounding the disease means that many people are still diagnosed too late to prevent disabilities. Global efforts over the past 20 years have saved more than 14 million leprosy patients reducing the prevalence of the disease by 90%.

Leprosy is a disfiguring infectious disease caused by a bacteria that affects the skin and nerves and mucous membranes



Leprosy is known to occur at all ages ranging from early infancy to very old age. The way it is thought to be transmitted is through close, extended contact with someone with leprosy.



It usually takes between **2 - 10 years** for symptoms of leprosy infection to appear after a person is infected with leprosy-causing bacteria.

The main signs and symptoms are:



Faded or discoloured patches of skin, disfiguring skin sores, lumps or bumps that do not go away



Nerve damage that leads to a loss of feeling in the arms and legs, with secondary trauma and infection going unnoted and leading to deformities of hands and feet.



Muscle weakness and paralysis especially of the hands and feet



Eye problems that may lead to blindness



Antibiotic treatment will stop leprosy's progress which makes early detection important.



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VISION

Stage 1

SINGLE
MODEL
COMPLAINTS
PROCESS

Stage 2

SINGLE
CUSTOMER
COMPLAINTS
PORTAL

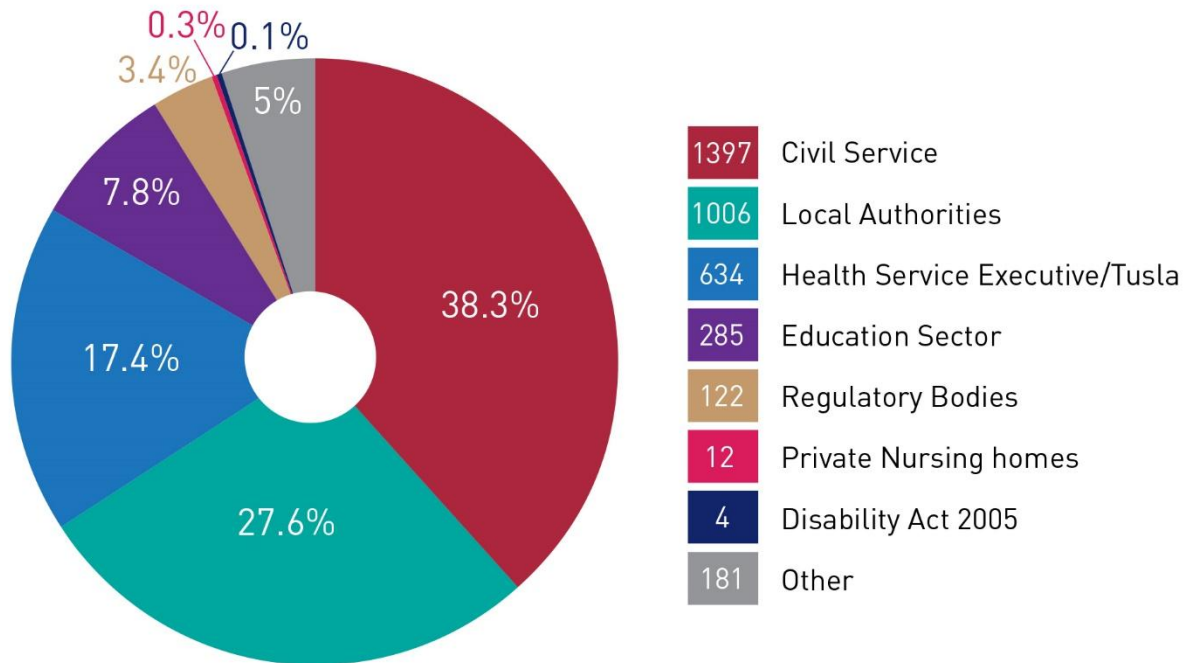
Stage 3

SINGLE
COMPLAINTS
MANAGEMENT
SYSTEM



Ombudsman's Office – Our experience

Complaints Received by Sector



Total: 3,641



THE CASE FOR CHANGE –OUR FEEDBACK

- Current system can be confusing
- When complaints are handled badly, the public's confidence and trust in services are eroded
- Uneven complaints handling practice & performance
- Multi stage processes very daunting



IS IT CLEAR TO THE CITIZEN ?



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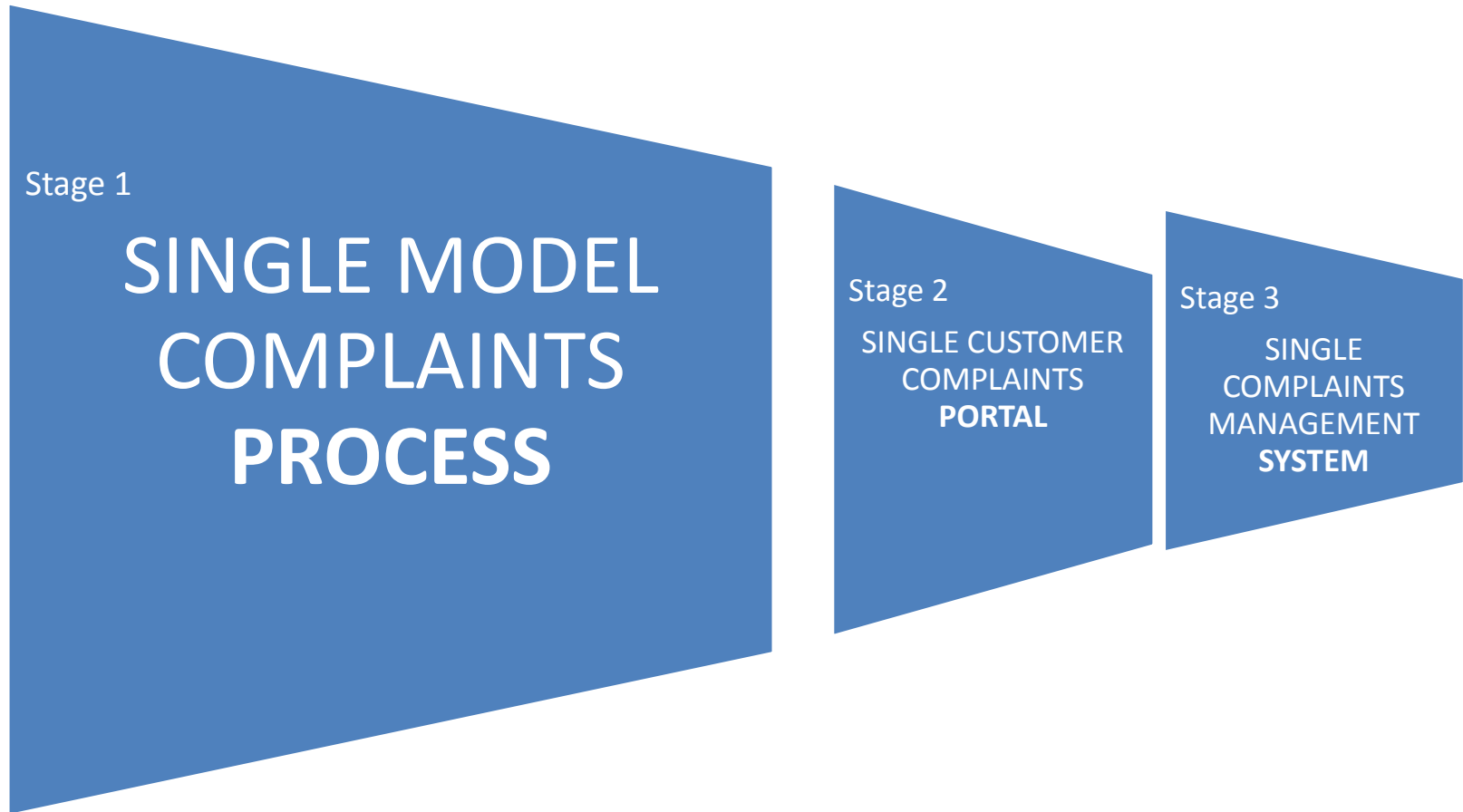


**“Investigate once and
investigate well”**



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VISION



Why a standard complaints process?

1.

- Potential to lead to greatly improved complaint handling

2.

- Resolves issues raised in a timely & cost effective way – standardised training

3.

- Provides valuable information that can lead to service improvement

4.

- Improves the reputation of and strengthens confidence in organisation/department/body



HOW ?

- Build on work to date
 - Common principles for the effective handling of concerns and complaints



SINGLE MODEL COMPLAINTS PROCESS



RULE 1
GET IT RIGHT



RULE 2
**BE CUSTOMER
ORIENTED**



RULE 3
**BE OPEN AND
ACCOUNTABLE**



RULE 4
**ACT FAIRLY AND
PROPORTIONATELY**



RULE 5
**DEAL WITH ERRORS
EFFECTIVELY**



RULE 6
**SEEK CONTINUOUS
IMPROVEMENT**



SIX RULES FOR
GETTING IT RIGHT



THE OMBUDSMAN'S GUIDE
TO GOOD ADMINISTRATION



MODEL
COMPLAINTS
SYSTEM FOR
NURSING
HOMES

THE OMBUDSMAN'S GUIDE



HOW ?

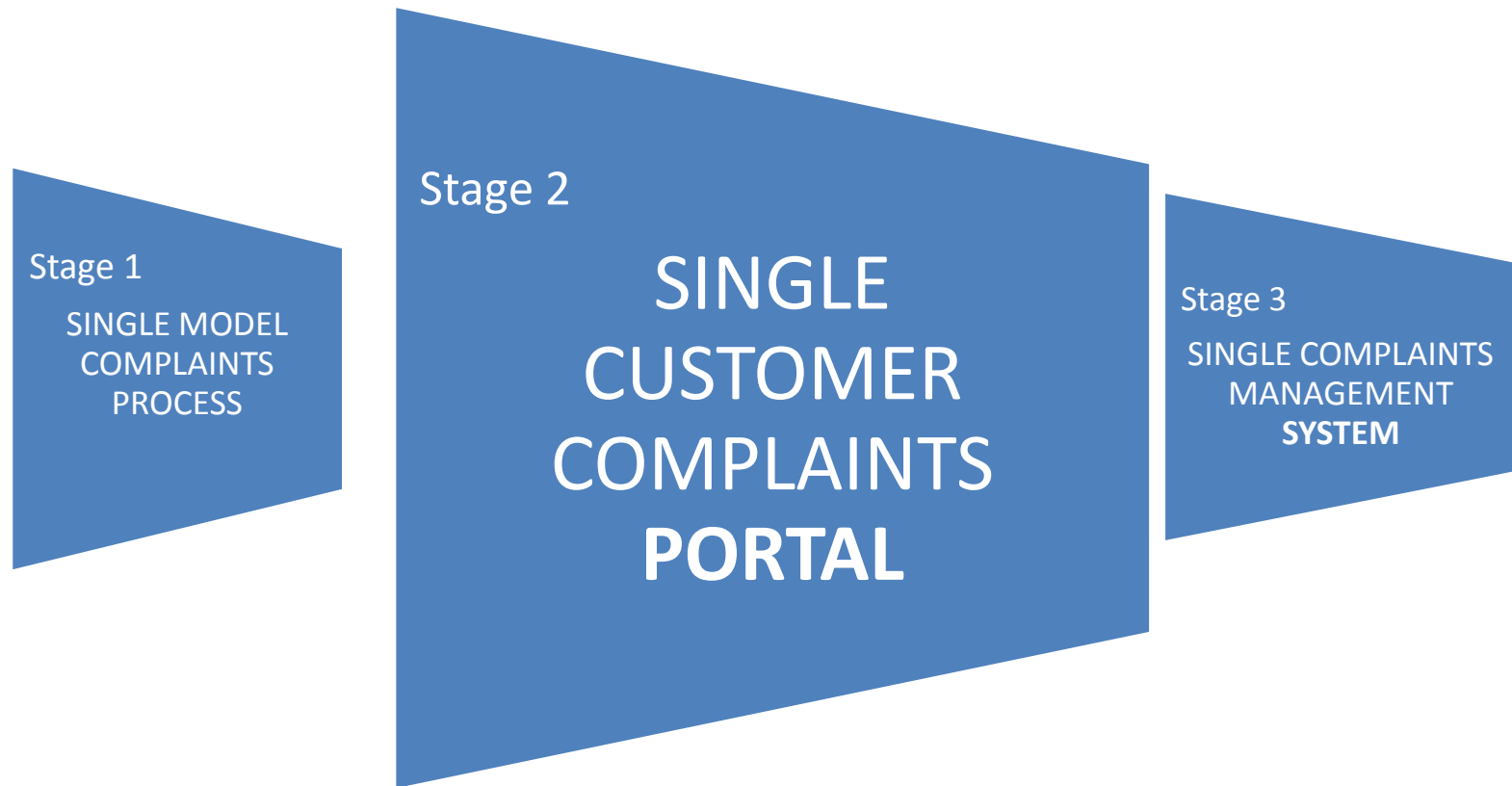
- Common principles for the effective handling of concerns and complaints

NEXT STEP.....

- Establish standard complaints process across all public service providers



VISION



VISION

Single Customer Complaints Portal

- Makes it easy for people to access and navigate
- Convenient, language & medium they prefer
- Clarity about how to complain & what will happen to a complaint
- Streamlined process which is less frustrating & results in the complainant obtaining a quicker 'final' response to their complaint



VISIONPubliccomplaints.ie


Single
Customer
Complaints
Portal

- Single portal
- One 'single door'
- Ownership of complaint remains with area



WALES

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Signposting public service complaints
Cyfeirio cyhoeddus gwasanaeth cyhoeddus

Signposting public service complaints

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Welcome to the Complaints Wales Service


Make a Complaint

If you wish to make a complaint please click the make a complaint button

Resume Your Form

ID:

Post Code:



About Us

Complaints Wales is a telephone and web based signposting service offering advice on how to complain about a public service. It was launched in 2011.

[About Us](#)

How We Can Help

We provide an independent and impartial service to signpost your complaint to the organisation that provides the service that you wish to complain about, or to the appropriate independent complaint handler or ombudsman.

[How We Can Help](#)

Make an enquiry

Contact us by phone, email or via our website if you have any enquiries and we'll do our best to help.

Phone: 0300 123 1299
Email: ask@complaintswales.org.uk

[Contact Us](#)

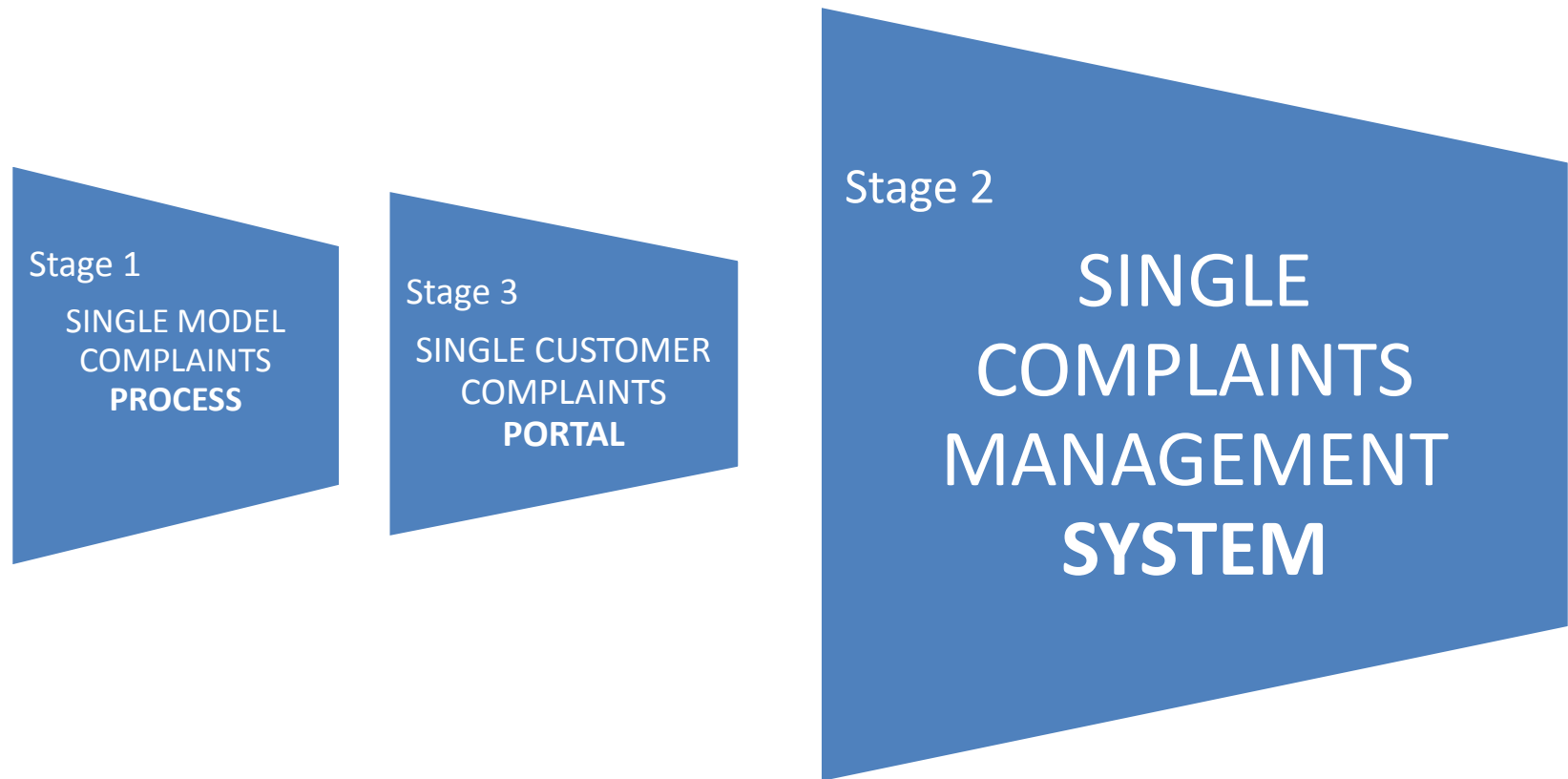


Complaints Wales

- Service provided by the Public Services Ombudsman for Wales
- ‘Signposting service’ – directs people to the organisation they wish to complain about, or the relevant appeal body for that organisation
- Complaints Wales – assist complaints to submit a complaint, but cannot intervene in an organisation’s complaints process or support the complainant during that process



VISION



VISION

SINGLE COMPLAINTS MANAGEMENT SYSTEM

- ✓ *'Investigate Once and Investigate Well*
- ✓ Single investigation to address complaints across multiple providers
- ✓ Multiple stage processes eliminated which create work & delay
- ✓ Positive approach for public
- ✓ Consistent capture of data
- ✓ Best practice, training



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THE CASE FOR CHANGE –OUR FEEDBACK

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THE BENEFITS OF CHANGE

- Improvements for the public, less complex, easily accessible system
- Complaints dealt with quicker and locally
- Improved consistency & coordination across public service providers, potential for duplication removed
- Standard complaints handling procedures
- Economies of scale training /shared experiences
- Data capture on complaints handling



THE BENEFITS OF CHANGE - OVERALL

Good complaint handling will
enhance confidence in services
and public image





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healthcomplaints.ie



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Where and how to complain about your healthcare and your social care services

Welcome

Healthcomplaints.ie provides information on how to make a complaint or give feedback about health and social care services in Ireland. This website has been developed for people who use health and social care services in Ireland, as well as for their families, care-givers and advocates.

If you have a complaint or comment about your care, healthcomplaints.ie will help you to find the right place to give your feedback.

How to use healthcomplaints.ie

Each of the options on the menu above sets out how to make a particular complaint, for example, where you can

Help with your complaint

On this website you can find a range of resources to help you make your complaint, including:

[Public patient or private patient?](#)

[Complaints options for public patients](#)

[Complaints options for private patients](#)

[Guides to the complaints procedures of 15 organisations in the health area](#)

[A short guide to making your complaint](#)



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