

How Can I Make a Complaint ?

If you feel that you have been unfairly treated you can contact the Risk Management Department of the hospital by telephone at 01 878 4546 or e-mail at paula.day@cuh.ie.

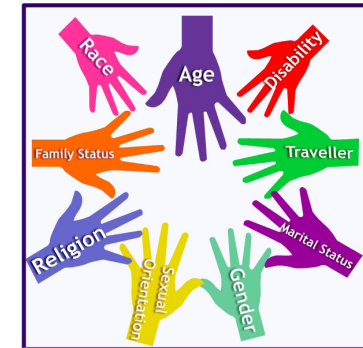
You can also contact the HSE directly at yoursay@hse.ie. If you would like an interpreter please let any staff member know.



Policy Statement

“At Temple Street Children’s University Hospital (TSCUH), we value and respect cultural customs of patients and families that are in line with quality of care and abide by the laws of Ireland and International Conventions. No patient, parent or carer will be treated unfairly or less favourable on the grounds of their colour, race, religion and nationality”

Management of Race Related Incidents



Information for Patients, Parents and Carers

Author: Diversity Committee



Version: 1

Approval Date: December 2015

Review Date: December 2017

Copyright © Temple street Children’s University Hospital



What is a Racial Incident ?

A racial incident is 'any incident' which is considered by the victim or any other person to be racial. Some examples are:

- Name calling
- Harassment
- Physical assault
- Intimidation
- Damage to personal property
- Non-cooperation / disrespect

How do I Report a Racial Incident?

If you consider yourself to be a victim of a racial incident or you have witnessed such behaviour towards other service users you should bring this to the attention of a member of our staff.



What Are My Rights If I Do Not Want a Particular Person to Care For My Child ?

We have a duty of care to our staff who are allocated to their duties according to their competence, merits and availability. If you refuse to be seen or cared for by a person because of their race, religion or nationality, you may be asked to look for appropriate medical treatment at another healthcare facility.

Safety of Service Users

Temple street Children's University Hospital have developed this leaflet as a guidance for patients, parents, and carers. In the interest of safety of our service users, we take all allegations of alleged racial incidents very seriously and this will be investigated thoroughly.

Any behaviour which we consider to be aggressive or inappropriate will be dealt with by senior management staff immediately and if the case remains unresolved the incident may be reported to Gardai.

