

Residents Feedback Procedure

The role of the National Paediatric Hospital Development Board is to plan, design and equip the new children's hospital on a shared campus with St. James's Hospital. A planning application for the project was lodged in August 2015, planning permission for the project as designed was granted in April 2016.

Enabling works started in August 2016 and full construction is expected to commence in May 2017, the programme of works is expected to take four years.

For more information on the new children's hospital project www.newchildrenshospital.ie

Raising a concern

Step 1. For public enquiries on enabling works a 24/7 a Resident helpline is available.

Residents helpline on **01 531 1110**. This helpline is available 24/7

/ or by email

info@nph.ie

When a call is received to our resident helpline, our aim is to respond with a resolution or an outline plan of the steps required to achieve a resolution. The procedure is as follows:

A. Residents help line – 01 531 1110

The information captured on the call will be:

- Your name
- Telephone number
- Details of issue/incident
- Any other information that might assist with a resolution

Based on experience the estimated call duration will be approximately 3 minutes.

Once the telephonist has ascertained the nature of the problem, and all the relevant information has been captured, the telephonist will begin the escalation process by calling the duty officer in charge of the site at the new children's hospital to ensure a resolution to the issue is agreed. All calls will be prioritised by the duty holder and calls will be responded to in an expeditious manner, based on the nature and level of urgency of the matter.

By email – once the e-mail has been received NPHDB will endeavour to get back to the correspondent within 24 hours.

Escalating a concern

In the event that you are not happy with the response from the team managing the Residents Helpline or the way your enquiry was handled, you may request the decision to be escalated and reviewed by the NPHDB Director of Project Controls, Richard Fitzpatrick. To do this, the nature of your enquiry and feedback on why you are unhappy with the handling of same must be put in writing to NPHDB (if not previously done so). This can be sent to us by email or by post using the contact details below. The escalated complaint will be reviewed and we will respond to you within 10 working days.

Contact Details:

Attn: Richard Fitzpatrick
 c/o Elaine O'Rourke
 National Paediatric Hospital Development Board
 nch Project Office
 Block A, Herberton, St. James's Walk, Rialto
 Dublin 8
 e-mail: info@nph.ie

Following a review of the escalated complaint by the NPHDB Director of Project Controls, if you are not satisfied with the outcome, you can escalate your complaint further to the **Resident Project Monitoring Committee** who may assist you once you have provided NPHDB with the opportunity to resolve the matter in line with our complaint handling procedures. Information on the Resident Project Monitoring Committee can be found by clicking the following link <http://www.newchildrenshospital.ie/project-monitoring-committee/>

Contact Details:

Attn: Peter Finnegan
 Resident Project Monitoring Committee Chairman
 Dublin City Council
 C/o Elaine O'Rourke
 National Paediatric Hospital Development Board
 nch Project Office
 Block A, Herberton, St. James's Walk, Rialto
 Dublin 8
 e-mail: info@nph.ie