

veonet
Ireland

Specialist Eye Clinics

Patient Complaints



Are you considering making a complaint?

Veonet Ireland is committed to providing high-quality care and treatment to all our patients. However, we understand that sometimes things don't go to plan or complications can arise.

If you're dissatisfied with the service you've received, or if you're unhappy with your treatment, we'd like you to tell us, so we can try our best to put things right for you and for future patients. If we cannot resolve matters to your satisfaction, we'll explain why and always offer an alternative route for resolution.

When handling your complaint, we promise to:

- ✓ Deal with your complaint in a positive way
- ✓ Give fair and accountable responses
- ✓ Be thorough and fair
- ✓ Learn from any mistakes we've made



This leaflet provides information about how to make a complaint and our complaints procedure.

Our three-stage complaints process

Stage 1: local resolution



Timeframe: Response within 5 working days
Complaints resolution is within 20 workings days

We encourage patients to raise their concerns at the earliest opportunity and believe that open communication is the best way to handle complaints.



Cork



Dublin Carrickmines



Belfast

If you're at one of our clinics:

If you're dissatisfied with any aspect of your treatment whilst you're attending one of our clinics, you can discuss this with any member of staff, who will ensure that your complaint is escalated to the Clinic Floor Manager or Hospital/Manager. If you're unhappy with the treatment you've received from your consultant, we can arrange a discussion with your consultant on the day of your treatment too.

If you wish to contact us after your visit:

Please contact the Veonet Ireland clinic where you received your treatment so they can address your concerns and endeavour to put anything right you were not happy with. You can contact them by phone, email, or by formal letter:

Belfast

Health & Wellbeing Park,
Kings Hall, Upper Lisburn Rd, Belfast BT9 6GW

Email: **belfast@veonet-ireland.com**

Tel: **028 9002 9002**

General manager: Grace Daly

Dublin Carrickmines

3rd Floor, The Herbert Building,
The Park, Carrickmines, Dublin 18, D18 K8Y4.

Email: **dublin south@veonet-ireland.com**

Tel: **01 270 7990**

General Manager: Ed Toland

Cork

1st Floor, 2 Park Place,
City Gate Mahon, Cork, T12DH0F

Email: **cork@veonet-ireland.com**

Tel: **021 603 6101**

General Manage: Richard McEvoy

We will respond within office hours within 48 hours of receiving your complaint and aim to resolve your concerns within 5 working days.

STAGE 2: If you are not happy with the outcome from the clinics

Formal investigation



**Timeframe: Acknowledgement within 3 working days
Full response within 20 working days**

If your complaint is not resolved at Stage 1, or if you wish to make a formal complaint, please contact our Complaints Manager:

Email: **complaints@veonet-ireland.com**

The Complaints Manager will direct your complaint to the appropriate senior manager or arrange a call back for you.

What should I include in my complaint?

When you submit your complaint, please explain your concerns and provide us with as much detail as you can.

You'll need to include:

- ✓ The date of your appointment
- ✓ The location of the clinic you were treated at
- ✓ Whether you would like your concerns addressed as a formal complaint or resolved informally

If you have any specific requests or an expectation of a particular resolution, please let us know, and we'll try our best to accommodate you.

Important timing note: The sooner you make a complaint after the event, the better. You should ideally raise a complaint within a few days of the incident occurring. You should always aim to raise your complaint within 6 months of the incident, as after 6 months have passed, it can be difficult for us to investigate what happened.

What can I expect?

When you make a formal complaint to Veonet Ireland, the Clinic or Department Manager will undertake a full investigation into your concerns.

As part of our investigation, we'll:

- Review your medical notes
- Discuss your concerns with staff members who were involved in your care
- Escalate concerns to senior management where appropriate
- Identify any failures in the service we have provided
- Put in place an action plan to resolve your concerns and make changes where needed

We'll acknowledge your complaint within 3 working days of receipt and provide you with a full response within 20 working days.

Some complaints are classed as serious incidents and will require a more detailed investigation process. If your complaint is serious, it may take up to 3 months to provide you with a full response from the date of receiving your complaint.

Sometimes, staff members who are integral to the investigation may be on leave and we may require additional time. If this happens, we'll always contact you before the date you were expecting your final response.

Stage 3: Executive review & independent escalation



Timeframe: Executive review within 20 working days
Independent body timeframes vary

Executive Review:

If you're unhappy with how we've handled your complaint at Stage 2, or if you feel that we haven't addressed all the concerns you raised, we encourage you to get back in touch with us.

The senior leadership team and the clinical governance board will look into your concerns, review the investigation into your complaint, and provide a further response within 20 working days.

If you aren't satisfied with the outcome, your complaint will then be escalated to our Chief Operating Officer, who will review the details of your complaint, consider how it's been handled, and provide an additional response within 20 working days.

Independent Escalation:

If you're still unhappy with how your complaint has been handled after our internal review process, you're entitled to contact independent adjudicators and governing bodies:

For patients treated in the Republic of Ireland

You can contact the Office of the Ombudsman. The Ombudsman examines complaints from members of the public who feel they have been unfairly treated by certain public bodies and health service providers.

Address: **Office of the Ombudsman,
6 Earlsfort Terrace,
Dublin 2,
D02 W773**

Email: **ombudsman@ombudsman.ie**

Tel: **01 639 5600**

Lo-call: **1890 223 030**

Web: **www.ombudsman.ie**

For patients treated in Northern Ireland

You can contact the Northern Ireland Public Services Ombudsman (NIPSO). The NIPSO is an independent body that provides an impartial and free examination of complaints about a range of public services, including health services.

Address: **Northern Ireland Public Services Ombudsman,
Progressive House, 33 Wellington Place,
Belfast, BT1 6HN**

Email: **nipso@nipso.org.uk**

Tel: **0800 34 34 24**

Web: **www.nipso.org.uk**



How to contact us:

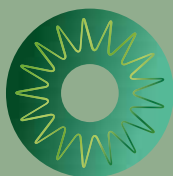
Please address your complaint to the Veonet Ireland clinic where you were treated and mark your letter for the attention of the General Manager. You can find a full list of our locations within this leaflet or on our website www.veonet-ireland.com

Alternatively, you can email us:

Email: **complaints@veonet-ireland.com**

Information and process correct 08.09.2026





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