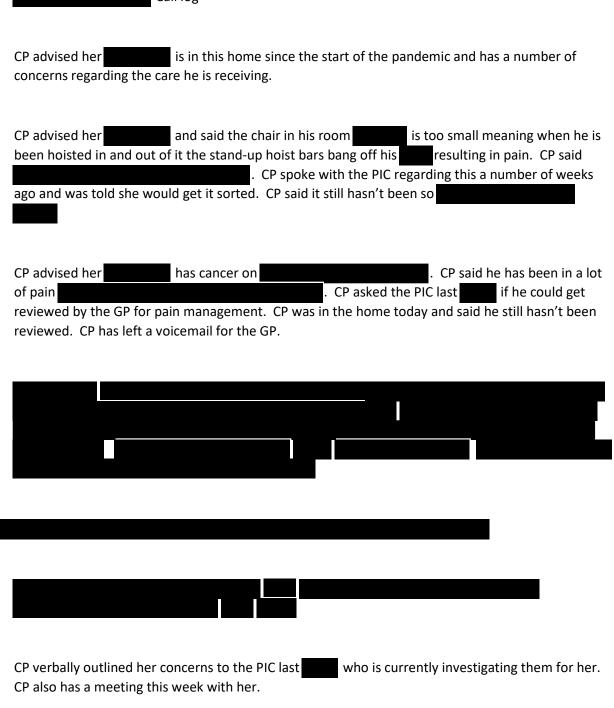
Call log



I explained HIQA's role and remit, role of the provider in managing complaints/complaints policy, role of the Ombudsman and Sage Advocacy. I assured CP her information would be passed onto the inspector for review and that I would issue info booklet and Regulations. CP thanked me for the call, I thanked CP same.