

I explained HIQA's role and remit to CP and the complaints process. CP said he had heard our voice recording on what we do and will try and deal with this at local level. He said he will put his concerns in writing. I explained all complaints received are to be logged and address. This is something the inspectors would always check when out on inspection as it is a statutory requirement to address complaints received.

CP was grateful for the advice and thanked HIQA for contacting him. Information booklet provided to CP.