

Undergraduate Student Nurse Complaints Guideline UL Hospitals

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1.0 GUIDELINE STATEMENT

1.1 All complaints and concerns raised by Undergraduate supernumerary Student Nurses and Internship Nursing Students will be addressed using the procedures as outlined in Health Service Executive's (HSE) policies and guidelines as outlined in section 1.2.

1.2 All employees and Undergraduate Nursing Students on clinical placement must ensure that they are aware of and comply with the

- a) Dignity at Work Policy (HSE 2009a),
- b) Trust in Care Policy (HSE 2005),
- c) Grievance Procedures for the Health Service (HSE 2004) and d) Disciplinary Procedure for Employees (HSE 2007).

2.0 PURPOSE

2.1 To ensure that all staff, students on clinical placement and patients are treated with dignity and respect.

2.2 To ensure that Undergraduate students are aware of the processes which are in place to deal with complaints and concerns while on clinical placement in UL Hospitals.

3.0 SCOPE

3.1 This guideline is to ensure that undergraduate students are aware of the HSE policies and guidelines (see 1.2 above).

3.2 To ensure that students are aware of the supports available to them within the clinical area/site and also from University of Limerick where any concerns may arise.

4.0 ROLES AND RESPONSIBILITIES

4.1 All employees and Nursing Students on clinical placements have a responsibility to help maintain a working environment in which the dignity of all individuals is respected and to comply with HSE Policies and Guidelines.

4.2 Induction should be provided for all undergraduate students and should ensure that students are aware of the implications and main points in the HSE Policies and Guidelines as noted in section 1.2 above.

4.3 The student should gain clinical experience in wards where there is a positive ward learning environment and supportive relationships between staff. Ward managers, staff and other students are key supports in this regard, (An Bord Altranais, 2003).

5.0 PROCEDURE

5.1 It is important to listen to concerns and complaints in an open and supportive way and in accordance with the HSE policies and Guidelines as outlined in Section 1. Support should be provided to those involved.

5.2 Where a complaint cannot be resolved at the point of contact, refer the issue to your Clinical Nurse Manager or Department Line Manager (HSE, 2009b).

5.3 The CPC is a support to students and staff and should be informed where concerns arise.

5.4 Student class representatives may raise general issues or concerns to the Student Representative Forum in the University of Limerick, (University of Limerick 2013).

5.5 Students may contact support persons from the University if required. See University of Limerick (2013) Department of Nursing and Midwifery Handbook.

5.6 University of Limerick will ensure that services are made aware of relevant information when appropriate.

5.7 UL Hospitals will inform University of Limerick of relevant concerns if required.

6.0 IMPLEMENTATION PLAN

6.1 Students will be made aware of the key Policies and Guidelines and of this guideline at Induction in the Clinical Placement when commencing their first clinical placement and prior to Internship.

6.2 Services and UL will review relevant complaints and concerns over time.

7.0 EVALUATION AND AUDIT

7.1 Complaints will be reviewed on a regular basis in partnership with University of Limerick

8.0 REFERENCES & BIBLIOGRAPHY:

- An Bord Altranais, (2003) Guidelines on the Key Points that may be considered when developing a Quality Clinical Learning Environment 1st edition, An Bord Altranais: Dublin
- Health Service Executive (2004) Grievance and Disciplinary Procedures for the Health Service.
- Health Service Executive (2005) Trust in Care. Policy for Health Service Employers on Upholding the Dignity and Welfare of Patients/Clients and the Procedure for Managing Allegations of Abuse against Employees.
- Health Service Executive (2007) Disciplinary Procedures for Employees of the Health Service Executive.
- Health Service Executive (2008) HSE Employee Handbook
- Health Service Executive (2009a) Dignity at Work Policy for the Health Service Policy Anti Bullying, Harassment and Sexual Harassment Policy and Procedure.
- Health Service Executive (2009b) HSE Complaints Policy and Procedures Manual Your Service Your Say.
- University of Limerick (2013) Department of Nursing and Midwifery Handbook.

I have read **Undergraduate Student Nurse Complaints Guideline UL Hospitals**

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