

TITLE: Undergraduate BSc. General Student Nurse Complaints and Concerns Policy UL Hospitals	
REFERENCE NO:	REVISION NO: 1
OWNER: Josephine Mackey	AUTHOR: J. Macky ALO NPDU
APPROVED BY: Update NPDC UHL ULHG & AO UL	Pages 6
EFFECTIVE FROM: April 2019	REVIEW DATE: 2022



Undergraduate BSc. General Student Nurse Complaints and Concerns Policy UL Hospitals

Document Revised by		Josephine Mackey, Allocations Liaison Officer, UL Hospitals
Revised document Approved By		Gerardine Kennedy, ADON/NPDC UL Hospitals Deirdre O' Sullivan Allocations Officer, University of Limerick
Approval Date April 2019	Responsibility For Implementation	Clinical Nurse Managers, Registered Nurses and Undergraduate Student Nurses
Revision Date April 2022	Responsibility For Evaluation And Audit	Services (CPC/ALO/NPDC) in partnership with UL

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1.0 POLICY STATEMENT

- 1.1 All complaints and concerns raised by Undergraduate supernumerary and Internship Nursing Students will be addressed in a timely and appropriate manner and when necessary in consultation with University of Limerick (ABA, 2005; ABA Circular 1/2007; NMBI, 2016 p.125; HSE 2009a; UL 2018/2019).
- 1.2 Student nurses will be aware how to raise concerns and/or complaints regarding clinical placement issues.

2.0 PURPOSE:

- 2.1 To ensure any concerns expressed by the student whilst in practice placement, are addressed consistently, effectively and appropriately.
- 2.2 This policy will support the development of students to fulfil their professional responsibilities as required by the Nursing and Midwifery Board of Ireland (NMBI).
- 2.3 To ensure that undergraduate students are aware of the processes in place and supports available in UL Hospitals and University of Limerick while on clinical placement.

3.0 SCOPE

- 3.1 This document applies to all student nurses on clinical placement at UL Hospitals
- 3.2 All Nursing staff should be aware of this document.

4.0 ROLES AND RESPONSIBILITIES

- 4.1 UL Hospitals is responsible to provide induction for undergraduate student nurses in clinical placements including how to raise concerns or complaints.
- 4.2 Clinical Nurse Managers (CNMs), Registered Nurses, Clinical Placement Coordinators (CPCs) and the Allocations Liaison Officer (ALO) are key supports when students raise a concern or complaint, (NMBI, 2015; HSE 2016/7; p32).
- 4.3 Undergraduate student nurses should be aware of this document and how to raise a complaint and/or concern while in clinical placement.
- 4.4 The CPC is a key support to students and staff
- 4.5 The Student Representative Forum at University of Limerick “provides an opportunity for dialogue and discussion, addressing issues affecting students and enhances links between students, the department and health service partners.”, (University of Limerick 2016/17; pp. 11-12)

5.0 PROCEDURE

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- 5.1 Student nurses on clinical placement who have a concern or complaint should inform the supervising nurse or CNM and should inform the CPC as soon as possible.
- 5.2 UL Hospitals will inform University of Limerick Department of Nursing and Midwifery of relevant concerns if required.
- 5.3 The University of Limerick is a support and resource to students when required in this regard.

6.0 IMPLEMENTATION PLAN

- 6.1 Students will be made aware of this document during Induction Programmes at UL Hospitals.

7.0 EVALUATION AND AUDIT

- 7.1 Student feedback about their experience in clinical placement will be monitored by Clinical Placement Coordinators at UL Hospitals.

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