

**Appointment of Complaints Officers pursuant to Article 5(1) of the Health Act 2004 (Complaints) Regulations, 2006**

[Insert list of names]

Pursuant to the provisions of the Health Act 2004 (Complaints) Regulations 2006 (the “**Regulations**”) (or any other amending or replacement regulations which have been issued or may issue from time to time) and in accordance with the power conferred on me by Sub-Delegation No. [insert no], I, [insert name, insert title] do hereby appoint each of the persons listed above as Complaints Officer within the [insert CHO/Hospital Group name/ National Service] to perform the role and functions of Complaints Officer (as set out in the relevant legislation).

The authorisations listed above should be read together with any other enactment or regulations which has issued or may issue (to include all amendments, revocations, substitutions or other changes or additions to such legislation or regulations) insofar as same directly or indirectly relate to or are connected with or ancillary to the matters in this authorisation.

In performing their functions as Complaints Officers each Complaints Officer shall comply with the relevant legislative provisions and all relevant policies, protocols, clinical and care standards, directions, circulars, codes of practice and guidelines and documents of a similar nature specified by the Board of the HSE or that has issued or may issue from time to time by the HSE or any Government Department (to the extent that such Departmental policies, protocols, etc., may affect or relate to the functions and objectives of the HSE).

The appointment of any person listed above is effective until formally revoked. If the appointment of any person listed above is amended, it shall continue in force as amended from the effective date of such amendment. The revocation or amendment of the appointment of any of the persons listed above, or their ceasing to be a Complaints Officer for any reason, shall not affect the appointment of the other persons listed.

Any dispute as to whether or not a person has been appointed as a Complaints Officer will be decided by the [insert title].

The appointment of the persons listed above is effective from [insert date] to [insert date].

Signed: Date:

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[Insert name]

[Insert title]