

## Residents Feedback Procedure

The role of the National Paediatric Hospital Development Board is to plan, design and equip the new children's hospital on a shared campus with St. James's Hospital.

BAM Ireland were appointed as the Enabling Contractor and Main Contractor on the project and are responsible for all operational elements of construction on site.

For more information on the new children's hospital project [www.newchildrenshospital.ie](http://www.newchildrenshospital.ie)

## Raising a concern

Step 1. For resident enquiries on construction works, please contact BAMs Onsite Security Office 087 696 7723. This number is manned 24/7 or

/ alternatively by email – BAMs Resident Liaison Manager Chloe McHugh [cmchugh@bam.com](mailto:cmchugh@bam.com) or [info@bamcontractors.ie](mailto:info@bamcontractors.ie)

When a call is received to the site security, The construction contractor BAM will respond with a resolution or an outline plan of the steps required to achieve a resolution. The procedure is as follows:

BAMs Onsite Security Office 087 696 7723

Site Security will ask you for the following:

- Your name
- Telephone number
- Details of issue/incident
- Any other information that might assist with a resolution

Once the site security telephonist has established the nature of the problem, and all the relevant information has been captured, the telephonist will begin the escalation process by calling BAM's duty officer in charge of the site at the new children's hospital to ensure a resolution to the issue is agreed. All calls will be prioritised by the duty holder and calls will be responded to in an expeditious manner, based on the nature and level of urgency of the matter.

## Contacting the NPHDB

BAM are fully responsible for all operational elements of construction on site.

If you would like to contact the National Paediatric Hospital Development Board about a separate matter please email [info@nph.ie](mailto:info@nph.ie)

You will automatically receive the following message:

*Thank you for contacting the information email for the National Paediatric Hospital Development Board. This email is not monitored on a 24/7 basis therefore If you are a resident living near the construction site and are experiencing an issue it is advisable to contact BAMs Onsite Security Office 087 696 7723 or alternatively contact BAM's Resident Liaison [cmchugh@bam.com](mailto:cmchugh@bam.com)*

*All calls to the Site Security Office will be prioritised by the onsite duty manager and calls will be responded to in an expeditious manner, based on the nature and level of urgency of the matter.*

*If your email relates to a separate matter the NPHDB will respond as soon as possible.*

## Escalating a concern

In the event that you are not happy with the response from the BAM team managing site operations or the way your enquiry was handled, you may request the decision to be escalated and reviewed by the NPHDB Director of Project Controls, Richard Fitzpatrick. To do this, the nature of your enquiry and feedback on why you are unhappy with the handling of same must be put in writing to NPHDB (if not previously done so). This can be sent to us by email or by post using the contact details below. The escalated complaint will be reviewed and we will respond to you within 20 working days.

### Contact Details:

Attn: Richard Fitzpatrick  
c/o Elaine O'Rourke  
National Paediatric Hospital Development Board  
nch Project Office  
Block A, Herberton, St. James's Walk, Rialto  
Dublin 8  
e-mail: [info@nph.ie](mailto:info@nph.ie)

Following a review of the escalated complaint by the NPHDB Director of Project Controls, if you are not satisfied with the outcome, you can escalate your complaint further to the **Resident Project Monitoring Committee** (PMC) and this matter can be raised at the next Resident PMC meeting. Information on the Resident Project Monitoring Committee can be found by clicking the following link <http://www.newchildrenshospital.ie/project-monitoring-committee/>

Contact Details:

Attn: Peter Finnegan  
Resident Project Monitoring Committee Chairman  
C/o Elaine O'Rourke  
National Paediatric Hospital Development Board  
nch Project Office  
Block A, Herberton, St. James's Walk, Rialto  
Dublin 8  
e-mail: [info@nph.ie](mailto:info@nph.ie)