

your service your say

Information on how to make
Comments, Compliments and Complaints



Step 6

What if I am not happy with the outcome of the review?

You may request an independent review of your complaint from the Office of the Ombudsman or Ombudsman for Children.

Office of the Ombudsman:

Telephone: 1890 223 030

E-mail: ombudsman@ombudsman.gov.ie

Office of the Ombudsman for Children:

Telephone: 1890 654 654

E-mail: oco@oco.ie

Advocacy Services

Advocacy services can help you to make your complaint.

Citizens Information Board:

Telephone: 01 6059000

Email: helen.lahert@ciboard.ie

Irish Patients Association:

Telephone: 01 2722555

Email: info@irishpatients.ie

Patient Focus:

Telephone: 01 8851611

Email: support@patientfocus.ie

Your comment, compliment or complaint details

Attach extra pages if necessary

Name:

Address:

Telephone number:

Email:

Date:

For the purposes of investigation of my complaint, I grant permission to the HSE to access my personal patient confidential information. This may be necessary in some cases to fully investigate your complaint.

Please tick

Your comments, compliments, and complaints are welcomed and valued. They allow us to continually improve our services.

This leaflet gives you information on how to make a comment, compliment and complaint.

Step 1

How do I make a comment, compliment or complaint?

- Fill in the attached sheet and place it in the feedback boxes provided
- Talk to any member of HSE staff, service manager or complaints officer
- E-mail yoursay@hse.ie with your feedback
- Send a letter or fax to any HSE location
- Ring us: 1850 24 1850
- Use our website comments and compliments facility at www.hse.ie

Step 2

What will happen next?

- In the case of a comment or a compliment we will send you a letter of acknowledgement if you gave us your contact details.
- We will pass on your comment or compliment to the relevant service or staff member. They will acknowledge your verbal complaint immediately or as soon as possible.
- A written complaint will be acknowledged by a complaints officer in writing within five working days.

Step 3

How will my complaint be dealt with?

Depending on the nature and seriousness of your complaint:

- a staff member/service manager will attempt to resolve your complaint locally; or
- a complaints officer will look into the issues raised in your complaint.

Step 4

How long will it take the complaints officer to look into my complaint?

- The complaints officer will look into your complaint within 30 working days of the date when it was acknowledged.
- If it takes longer to look into all the issues raised in your complaint the complaints officer will notify you within 30 working days and will give you an update on what is happening every 20 working days after that.

Step 5

What do I do if I am not satisfied with the recommendations made by the complaints officer or the way my complaint was dealt with?

- You may request a review from the Head of Consumer Affairs, Oak House, Millennium Park, Naas, Co. Kildare. Telephone: 1890 424 555.
- You have 30 working days from the date of the final report sent to you by the complaints officer to request a review.



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If you wish to make a comment, compliment or complaint, then please fill in and tear off the attached sheet. You can place it in feedback boxes provided in reception areas, wards, health centres, service areas and officers.

Ask any staff member or at reception for contact details for the local Complaints Officer.

Name of service about which you want to make a comment, compliment or complaint

Name of location (Hospital, Health Centre, Administrative Office)

Date of experience giving rise to the comment, compliment or complaint

HSE Staff Use Only

Date received:

Comment, compliment, complaints number:

Location:

Complaints Officer:

Please give full details of your comment, compliment or the nature of your complaint in the space provided overleaf.