



Seirbhís Náisiúnta Otharcharranna
Teach Dara, Ascaill an Crann Teile
Páirc na Mílaoise
Nás na Rí, Co. Chill Dara W91 KDC2

National Ambulance Service
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12th March 2019

Mr Thomas Pringle TD
Dáil Éireann
Leinster House
Dublin 2

Re: 9603/19: “To ask the Minister for Health the amount the HSE has paid members of the Ambulance Service in relation to bullying in the past 15 years; the number of cases in which bullying was involved by management or co-workers; the number of incidents of bullying which involved women; and if he will make a statement on the matter.”

PQ 9604/19: “To ask the Minister for Health the number of stage two and three grievances which were dealt with in the time parameters as set out in the HSE grievance procedure with reference to the National Ambulance Service; and if he will make a statement on the matter.”

Dear Deputy Pringle,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Questions, which you submitted to the Minister for Health for response.

The National Ambulance Service can confirm that due to the voluminous nature of the request it is not possible to provide the information requested as it would necessitate the examination of records going back 15 years across a number of NAS locations.

In relation to the numbers of stage two and three grievances dealt with within the time parameters as set out in the HSE Grievance Procedure the National Ambulance Service can also confirm that these records are not recorded centrally as outlined above would take considerable time as individual staff records, across a number of NAS locations would have to be searched in order to provide the information requested.

The National Ambulance Service at all times endeavours to resolve grievances in the most productive manner including as close to source as possible and utilising the informal element of the grievance procedure.

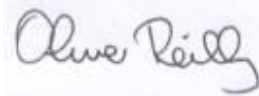
While challenges exist as some grievances may be complex in nature requiring clarification and advice from other parties or review in terms of meeting grievance criteria, the NAS and recognised unions have engaged on the issue of grievances and have planned and



organised joint training for managers and staff representatives which we believe shall provide further benefit going forward.

I trust this information is of assistance to you and should you require additional information please do not hesitate to contact me.

Yours sincerely,

A handwritten signature in black ink that reads "Oliver Reilly". The signature is written in a cursive style with a large initial 'O' and a long, sweeping tail on the 'y'.

Oliver Reilly
Asst Chief Ambulance Officer