



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

National Ambulance Service
Oak House, Millennium Park
Naas, Co. Kildare W91 KDC2
Tel/Fón: 045 882579
Fax/Facs: 1890 252 125
Email/Riomhphost: oliver.reilly@hse.ie
nationalambulance.ie

14th March 2019

Ms Carol Nolan TD
Dáil Éireann
Leinster House
Dublin 2

Re: PQ 11070/19: “To ask the Minister for Health the amount paid out by the HSE to members of the ambulance services in the past 15 years in relation to alleged bullying cases.”

PQ: 11071/19: “To ask the Minister for Health the number of alleged bullying cases made to the HSE by ambulance personnel over the past 15 years.”

PQ: 11072/19: “To ask the Minister for Health the number of alleged bullying cases made to the HSE by male ambulance personnel over the past 15 years.”

PQ: 11073/19: “To ask the Minister for Health the number of alleged bullying cases made to HSE by female ambulance personnel over the past 15 years.”

PQ 11074/19: “To ask the Minister for Health the number of stage 2 and 3 grievances pursued by ambulance personnel that were dealt with under the grievance procedure in the timeframe set out by the HSE over the past 15 years.”

Dear Deputy Nolan,

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.

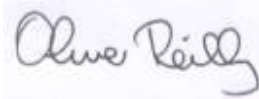
In relation to the numbers of stage two and three grievances dealt with within the time parameters as set out in the HSE Grievance Procedure the National Ambulance Service can also confirm that these records are not recorded centrally as outlined above would take considerable time as individual staff 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 contact me.

Yours sincerely,

A handwritten signature in cursive script that reads "Oliver Reilly". The signature is written in dark ink on a light-colored background.

Oliver Reilly
Asst Chief Ambulance Officer