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Deputy Louise O'Reilly,
Dáil Éireann,
Leinster House,
Kildare Street,
Dublin 2.

PQ 22007/19

To ask the Minister for Health the procedure to be followed for clients or relatives that have had a poor care experience with an outsourced company; the department of the HSE which deals with these complaints; the person or body within the public health system that has responsibility for handling complaints for outsourced companies working on HSE care packages; and if he will make a statement on the matter.

-Louise O'Reilly

Dear Deputy O'Reilly,

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

The HSE has established a Governance Framework to cover funding relationships with all Non Statutory Agencies. It is the policy of the HSE that all funding arrangements with non-statutory agencies are formalised by signing a Service Arrangement (SA) or Grant Aid Agreement (GA). The Service Arrangements contain detailed information on the quantum and nature of the service provided and enables clear linkages to be made between funding provided and services delivered. The Service Level Arrangement also identifies the quality standards and best practice guidelines to be adhered to in the provision all services.

All providers must provide evidence that their complaints policy, in compliance with Part 9 of the Health Act 2004 and Health Act 2004 (Complaints) Regulations 2006, is provided to each service user. This policy must include relevant contact details and procedures to follow in order to make a complaint. The HSE is to be advised immediately of any complaint received by the provider which poses a risk to the wellbeing of the service user or the HSE. Complaints are to be handled by the service provider in the first instance, however, if the client is not satisfied with the outcome or handling of the complaint, he or she may refer the complaint to the HSE for follow-up through one of the options outlined below:

- **In Person:** Talk to any member of HSE staff, service manager or complaints officer.
- **Online Form:** Send the complaint securely through the online feedback form which is available on www.hse.ie/eng/services/yourhealthservice/feedback/complaint
- **By Email:** Email yoursay@hse.ie with feedback.
- **By Letter:** Send a letter or fax to any HSE location. Staff can help put the complaint in writing, if assistance is required.

- **By Feedback form:** Complete a Feedback form, available at most HSE Reception areas, and leave it in the identified areas provided by the local service. It may also be given to a member of staff or ask a staff member for an address. The form is also available online in 9 languages on www.hse.ie/eng/services/yourhealthservice/feedback/complaint
- **Ring us:** LoCall 1890 424 555: The call will be answered by a staff member from the National Complaints Governance and Learning Team.

I trust this is of assistance to you.

Yours sincerely,



David Walsh,
National Director,
Community Operations