



Foireann Náisiúnta um Rialachas
Gearáin & Foghlama
Seirbhís Meabhairshláinte
FSS, 31/33 Sráid
Chaitríona, Luimneach

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PQ 8904/22

To ask the Minister for Health the number of complaints officers who are currently employed to deal with assessment of need related complaints in each CHO area; and the location of each; and if he will make a statement on the matter. - Mary Lou McDonald

Dear Deputy McDonald,

I refer to the above Parliamentary Question which was referred by the Minister for Health to the Health Service Executive for direct response.

I have had the matter examined and I have been advised as follows:

Section 15 (1) the Disability Act states:

The Executive shall authorise such and so many employees of the Executive as it considers appropriate (referred to in this Part as "complaints officers") to perform the functions conferred on complaints officers by this Part.

There are currently 3 National Assessment of Need Complaints Officers employed on a full-time basis to deal with Assessment of Need related complaints. Two of which are based in HSE offices in Naas, Co. Kildare, the other is based in HSE Offices in Limerick. They each investigate complaints across all Community Healthcare Organisations (CHOs).

I trust the above information addresses Ms. McDonald's query. Should you need anything further please let me know.

Yours sincerely,

Christopher Rudland
Assistant National Director
National Complaints Governance and Learning Team
Patient and Service User Experience