



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

Ceannasaí Náisiúnta Oibríochtaí Meabhairshláinte,  
Ospidéal Naomh Lómáin,  
Baile Phámar, Baile Átha Cliath 20.  
Tel: (01) 6207304 R: [jim.ryan1@hse.ie](mailto:jim.ryan1@hse.ie)

Head of Operations,  
Mental Health Service, St Loman's Hospital,  
Palmerstown, Dublin 20.  
Tel: (01) 6207304 Email: [jim.ryan1@hse.ie](mailto:jim.ryan1@hse.ie)

Deputy Bernard J. Durkan.  
Dail Eireann,  
Dublin 2.

21<sup>st</sup> March 2022

**PQ Number: 10938/22**

**PQ Question: To ask the Minister for Health the full extent of investigative or remedial programmes arising from shortcomings or complaints in relation to CAMHS services; if new or ongoing procedures have been put in place as a result of complaints; the response that has been given to various complaints; and if he will make a statement on the matter - Bernard J. Durkan**

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Dear Deputy Durkan,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for Health for response. I have examined the matter and wish to advise as follows:

Further to my response in relation to your PQ Number: 10937/22, the HSE remains fully committed to hearing from and responding to concerns raised by service users, their families and the general public in accordance with Section 46, Part 9 of the Health Act 2004. Many options are available for the submission of feedback, comments and complaints. These include the HSE Your Service Your Say Policy, the HSE'S Confidential Recipient for Vulnerable Persons and through advocacy services. Further information on legislative timeframes and procedures/obligations of the HSE around responding to complaints can be found here

<https://www.hse.ie/eng/services/yourhealthservice/feedback/complaint/making-a-comment,-compliment-or-complaint.html>

The HSE is also committed to responding to concerns raised by its employees and staff. Procedures are in place to facilitate employees to make protected disclosures in good faith where they have reasonable grounds for believing that the health or welfare of patients/clients or the public may be at risk.

<https://www.hse.ie/eng/about/qavd/protected-disclosures/>



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I trust this information is of assistance to you. Please do not hesitate to contact me if you have any further queries.

Yours sincerely,

A handwritten signature in black ink that reads "Jim Ryan".

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**Jim Ryan**  
**Assistant National Director - Head of Operations**  
**National Mental Health Services**