



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

National Complaints Governance
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PQ 18469/23

To ask the Minister for Children; Equality; Disability; Integration and Youth the number of assessment of need complaints received to disability services in 2022; the number of those complaints dealt with within a 30-day timeframe; the average number of days taken to close out a complaint in 2022; and if he will make a statement on the matter. -

Dear Deputy Browne,

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 have been advised as follows:

2022

No. of complaints received: 892

No. completed within 30 working days: 57*

Average no. of days taken to close a complaint*: 100*

**These figures are based on complaints investigations which have been completed. Of the 892 complaints received, 217 have yet to be completed.*

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