



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

National Complaints Governance
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Via email to: david_cullinane@health.gov.ie & PQuestions@hse.ie

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PQ 12835/23

To ask the Minister for Children; Equality; Disability; Integration and Youth the number and percentage of complaints made to the disability complaints office under section 14 (1) (b) of the Disability Act 2005 in the past three years which have been upheld, have not been upheld and of the ones that have been upheld, the number and percentage that have proceeded to a legal claim; and if he will make a statement on the matter. – Deputy David Cullinane

Dear Deputy Cullinane,

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:

14(1)(b) Complaints Data*	2020-2022
No. that were Upheld	1604
% Upheld	93.6%
No. Not Upheld	32
% Not Upheld	1.9%
No. of Upheld that converted into legal proceedings	19
% Upheld that converted into legal proceedings	1.2%
*the complaints data is in relation to complaints received from 2020-2022	

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