



Ref: PQ 23524/25

22nd May 2025

Deputy Padraig Rice
Dáil Eireann
Dublin 2

Dear Deputy Rice

I refer to your parliamentary question below which has been forwarded to me for attention.

PQ 23524/25 – To ask the Minister for Health the number of complaints Children's Health Ireland received in 2024; the response time for complaints; the percentage of complaints which required additional time beyond 30 days; if all complaints unaddressed beyond 30 days were given updates every 20 working days until the process had concluded; and if she will make a statement on the matter.

Children's Health Ireland (CHI) Response:

Children's Health Ireland (CHI) can advise that the Patient Feedback and Support Service (PFSS) in CHI received 896 formal complaints in 2024. On average, 72% of complaints were responded to within 30 working days. If a complaint is not concluded within 30 working days, the PFSS does not track if complainants are updated every 20 working days thereafter. The PFSS endeavours to keep complainants updated as often as possible.

Yours sincerely

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