



Ref: PQ 23525/25

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 23525/25 – To ask the Minister for Health if Children's Health Ireland has a mechanism for measuring the effectiveness of its complaints process; if they publish complaint related data; and if so, to provide a copy.

Children's Health Ireland (CHI) Response:

Children's Health Ireland (CHI) can advise that the Patient Feedback and Support Service (PFSS) collate data from formal complaints and compliments received into the PFSS in CHI. This data is shared and presented monthly at the CHI site and Executive Quality, Safety and Risk Management Committees. The data is also shared with the National Complaints and Governance Learning Team (NCGLT) in the Health Service Executive (HSE) on a quarterly basis. CHI complaint related data is included in the annual NCLGT Your Service Your Say Activity Report.

Yours sincerely

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