

Sláinte Leanaí Éireann (SLÉ), Herberton, Siúlán San Séamas, Rialto, D08 HP97, Éire Children's Health Ireland (CHI), Herberton, St James's Walk, Rialto, D08 HP97 Ireland

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

Suzanne Dunne

Interim Director of Quality, Safety & Risk Management

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Children's Health Ireland at Connolly | Crumlin | Tallaght | Temple Street

Our **Mission** is to: Promote and provide child-centred, research-led and learning informed healthcare, to the highest standards of safety and excellence. We will do this in partnership with each other, with children, young people and their families through a network of children's services in Ireland.

CRA Registered Charity Number (RCN): 20202295 Revenue Charitable Status CHY: 22235

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