

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 23526/25

22nd May 2025

Deputy Pádraig Rice Dáil Eireann Dublin 2

Dear Deputy Rice

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

PQ 23526/25 – To ask the Minister for Health the number of months Children's Health Ireland has been operating an auto response email from its complaints office (There has been an auto email response advising that the complaints' office is receiving a high number of complaints and to expect a delay in receiving a reply).

Children's Health Ireland (CHI) Response:

Children's Health Ireland (CHI) can advise that the Patient Feedback and Support Service (PFSS) was operating an auto response email advising that the complaints' office was receiving a high number of complaints and to expect a delay in receiving a reply email, during the approximate period of the last week of December 2024 to the middle of March 2025.

This auto response is not currently active.

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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