



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

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