



Foireann Náisiúnta um Rialachas
Gearáin & Foghlama
Seirbhís Meabhairshláinte, FSS,
Teach Roselawn, Coimpleasc Gno na
hOllscoile, Pairc Teicneolaíochta
Naisiunta, Luimneach, V94 6K65

National Complaints Governance
and Learning Team

HSE, Roselawn House, University
Business Complex, National
Technological Park, Limerick, V94
6K65.

www.hse.ie
@hselive

t 061 492069
e nationalcgl@hse.ie

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PQ 52232/25

To ask the Minister for Children; Disability and Equality the number of parents who have put in a complaint regarding their child not receiving an assessment of needs in a timely manner; the number upheld for the years 2022 to 2024 and to date in 2025; and if she will make a statement on the matter. -Pádraig O'Sullivan

Dear Deputy O' Sullivan,

I refer to the above Parliamentary Question which was referred by the Minister for Health to the Health Service Executive for direct response.

I have had the matter examined and have been advised as follows:

Please note this data does not include a small minority of multi-ground complaints as we cannot extrapolate that data.

The Disability Act 2005 provides for a special complaints and appeals procedure for service users if they are unhappy with their child's assessment of need or Service Statement. Under the Act a parent/guardian can make a complaint in relation to one or more of the following:

- (a) a determination by the assessment officer concerned that he or she does not have a disability;
- (b) the assessment under section 9 was not commenced within the time specified in section 9(5) or was not completed without undue delay;
- (c) the assessment under section 9 was not conducted in a manner that conforms to the standards determined by a body referred to in section 10;
- (d) the contents of the service statement provided;
- (e) the Executive or the education service provider, as the case may be, failed to provide or to fully provide a service specified in the service statement.

Our office is independent of the Disability Service.

Year	No of complaints regarding not receiving an AoN in a timely manner	No of those Upheld
2025	1642	1446 of 1484 investigated thus far
2024	1575	1517
2023	1244	1222
2022	602	585

**Please note: This data does not include a small minority of multi-ground complaints*



Yours sincerely,

Christopher Rudland
Assistant National Director
National Complaints Governance and Learning Team
Communications and Public Affairs