



BY EMAIL ONLY

Deputy Cormac Devlin
Dáil Éireann
Leinster House
Kildare Street
Dublin 2

22nd September 2025

PQ 45046/25- To ask the Minister for Health to provide an update on the number of complaints received by the HSE in relation to the new organ donation opt-out register system, by month, in tabular form; if a manual mechanism will be created to allow individuals opt out where the system fails to record their preference; and if she will make a statement on the matter

Dear Deputy Devlin,

Thank you for your representation.

Between 17th June and September 2025, a total of 46 complaints were received.

Complaints received for Opt-Out Register (June – Sept 2025)	
Month	Number of Complaints
June	32
July	12
August	1
September	1

Where applicants experience difficulty with the online self-service registration, they are advised to contact the HSELive call centre support team 1800 700 700. Operators are available from 8:00am to 8:00pm, Monday to Friday, and from 9:00am to 5:00pm on Saturdays. The HSELive operator will guide individuals through the registration process step by step.

I hope this provides you with some assistance.

Yours sincerely



Jenny Neary
General Manager
Office of the Chief Clinical Officer