

List of Advocacy Services

Patient Advocacy Service

The **Patient Advocacy Service** is a free and confidential service, independent of the HSE, that provides information and support to people who want to make a complaint about an experience they have had in a HSE public acute hospital or a HSE operated nursing home through the HSE's Your Service Your Say process or through the HSE's Incident Management Framework, where a person has been involved in a patient safety incident.



The HSE has developed a [Memorandum of Understanding](#) (MoU) with the Patient Advocacy Service that sets out their commitment to ensure that people receive a timely, compassionate and comprehensive response to their complaints. The MoU recognises that every person has the right to make a complaint about the service they have received from HSE public Acute hospitals, while the HSE also recognises the important role that independent patient advocacy can play in the HSE's complaints processes, ['Your Service Your Say'](#) and the [Incident Management Framework](#).

Website: www.patientadvocacyservice.ie

Phone: 0818 293 003

Email: info@patientadvocacyservice.ie

Address: Level 3 Marshalsea Court, 22/23 Merchants Quay, Dublin D08 N8VC.

Cairde

Community development organisation, working to tackle inequalities among ethnic minority communities by improving ethnic minority access to health services, and ethnic minority participation in health planning and delivery.

Website: <https://cairde.ie/>

Phone: 01 855 2111

Email: info@cairde.ie

Address: 19 Belvedere Place, Dublin 1

Citizens Information

Providing free, impartial information, advice and advocacy from more than 215 locations around the country.

Website: <https://www.citizensinformation.ie/en/#>

Phone: 0761 07 4000 (Monday to Friday, 9am to 8pm)

Email: info@ciboard.ie or eolas@ciboard.ie

Address: Citizens Information Board, Georges Quay House, 43 Townsend St., Dublin 2, D02 VK65

Cork Advocacy Service (CAS)

Cork Advocacy Service for Social Health & Education Projects. A Community-based Well-being and Development Project

Website: <https://www.socialandhealth.com/cork-advocacy-service/>

Email: info@socialandhealth.com

Phone: Cork - (021) 466 6180 / Limerick - (085) 862 6844

Address: The Social and Health Education Project (SHEP), Village Chambers, The Village Centre, Station Road, Ballincollig, Co.Cork.

Croí

At Croí, our aim is to lead the fight against heart disease and stroke, with a particular focus on the West of Ireland. Our mission is to prevent disease, save lives and promote recovery & wellbeing.

Website: <https://croi.ie/>

Phone: 091-544310

Email: info@croi.ie for general enquiries

Email: healthteam@croi.ie for health-related questions

Address: Croí House, Moyola Lane, Newcastle, Galway, H91 FF68

Dental Complaints Resolution Service

Any patient wishing to make a complaint should, in the first instance, raise the issue with the nominated person in the dental practice. If you are not satisfied with the response you receive, then you may wish to contact the Dental Complaints Resolution Service. (<https://dentalcomplaints.ie/for-patients/>)

The Dental Complaints Resolution Service aims to assist dental patients and participating dentists resolve complaints about dental services. The service is an independent dental complaints service provided by the Irish Dental Association.

Website: <https://dentalcomplaints.ie/for-patients/>

Email: Mary Culliton at mary@dentalcomplaints.ie

Phone: Mary on 087 354 5842

Address: Irish Dental Association, Unit 2, Leopardstown Office Park, Sandyford, Dublin 18, Ireland

Diabetes Ireland

(Diabetes Federation of Ireland) Charity Reg: CHY 6906

Diabetes Ireland is dedicated to helping people with diabetes.

Website: <https://www.ihrec.ie/>

LoCall: 1 890 245545

Phone: +353 1 8589601

Email: info@ihrec.ie

Address: 19 Northwood House, Northwood Business Campus, Santry, Dublin 9, D09DH30

Dignity4Patients

Dignity4Patients is a patient support and advocacy organisation who work with people who have suffered sexual abuse or inappropriate sexual behaviour whilst a patient in a medical or therapeutic setting.

Website: <https://www.dignity4patients.org/>

Phone: 041 – 9843730

Text: 086 – 1654111 (Monday – Wednesday 10am – 4pm)

Email: support@dignity4patients.org

Helpline Contact Numbers: 041-9843730 / 086-1654111

National rape crisis helpline: 1800 778 888. (24-hour Service). You can also talk in confidence with a trained counsellor at Connect on 1800 477 477. (Wednesday–Sunday 6pm-10pm).

EPIC – Empowering Young People in Care

EPIC aims to advance the interests and welfare of children and young adults in the care system by advocating on their behalf, providing information and advice, providing opportunities for participation and influencing through regional and national councils and developing policies on and conducting research into issues affecting children and young adults in the care system.

Website: <https://www.epiconline.ie/>

Phone: 01 8727661

Address: EPIC Dublin: 7 Red Cow Lane, Smithfield, Dublin 7, D07 KX52 / **Phone:** 01 8727661

EPIC Cork: Millerd Hall, Millerd Street, Cork, T12 W8CW / **Phone:** 021 242 8434

EPIC Galway: Westside Resource Centre, Seamus Quirke Road, Galway, H91 C1KX / **Phone:** 091 395 605

EPIC Limerick: Northside Youth Space, Ballynanty Road, Ballynanty Beg, Limerick, V94 TPP3 / **Phone:** 061 514518

Inclusion Ireland

Inclusion Ireland is a national organisation advocating for the rights of people with an intellectual disability and their families.

Website: <https://inclusionireland.ie>

Phone: 01 855 9891

Email: info@inclusionireland.ie

Address: Unit C2, The Steelworks, Foley St, Dublin 1

International Human Rights and Equality Commission

The Irish Human Rights and Equality Commission is Ireland's national human rights and equality institution. The IHREC is an independent public body that promotes and protects human rights and equality in Ireland.

Website: <https://www.ihrec.ie/>

LoCall: 1 890 245545

Phone: +353 1 8589601

Email: info@ihrec.ie

Address: IHREC, 16 – 22 Green Street, Dublin 7, D07 CR20

Irish Advocacy Network

The Irish Advocacy Network is a peer advocacy service for people with mental health challenges.

Website: <https://irishadvocacynetwork.com/wp/>

Phone: 01 547 0510 (Monday to Friday 9am – 5pm)

Email: admin@irishadvocacynetwork.com

Address: Irish Advocacy Network Ltd, 1st Floor, The Tannery Building, 53 – 56 Cork Street, Dublin 8, D08 X31R.

Irish Cancer Society

The Irish Cancer Society operates Daffodil Centres, providing cancer information, support and advice, in 13 locations nationwide. (<https://www.cancer.ie/cancer-information-and-support/cancer-support/find-support/daffodil-centres>)

Website: <https://www.cancer.ie/>

Cancer Support Line: 1800 200 700

Freephone: 1800 200 700

Email: supportline@irishcancer.ie

Address: Irish Cancer Society, 43/45 Northumberland Road, Dublin, D04 VX65

Irish Heart Foundation

The Irish Heart Foundation is working to effect positive change in the lifestyles of Irish people, to achieve better outcomes for those affected by heart disease and stroke and to challenge when the health of the nation is put at risk.

Website: <https://irishheart.ie/>

Phone: 01 668 5001 (Dublin)

Phone: 021 4505822 (Cork)

Email: info@irishheart.ie

Address: Irish Heart Foundation, 17-19 Rathmines Road Lower, Dublin 6, D06C780

Irish Patients' Association

Providing independent patient advocacy since 1995. The Irish Patients' Association's mission is to keep the patient at the centre of the healthcare system. It does this by advocating for the needs of patients to be paramount while working in partnership with health providers.

Website: <https://www.irishpatients.ie/>

Email: info@irishpatients.ie

Mental Health Ireland

Mental Health Ireland plays a central role in reshaping how the public understand mental health issues and promoting positive mental health, supporting people with lived experience of mental health challenges in their recovery and bringing practical expression to national policy objectives.

Website: <https://www.mentalhealthireland.ie/>

Phone: 01 284 1166

Email: info@mentalhealthireland.ie

Address: Second Floor Marina House, 11-13 Clarence Street, Dun Laoghaire, Co. Dublin, A96 E289

National Advocacy Service for People with Disabilities

The National Advocacy Service for People with Disabilities provides an independent, confidential and free, representative advocacy service for the person using the service. The service is funded and supported by the Citizens Information Board. Further details on www.advocacy.ie

Website: <https://advocacy.ie/>

Phone: 0818 07 3000

Email: info@advocacy.ie

Address: Level 3 Marshalsea Court, 22/23 Merchants Quay, Dublin D08 N8VC

Pavee Point

Non-governmental organisation for the promotion and realisation of Travellers Human Rights.

Website: <https://www.paveepoint.ie/>

Phone: 01 878 0255

Email: info@pavee.ie

Address: 46 North Great Charles St., Dublin 1, D01XC63

SAGE Advocacy

Sage Advocacy is a support and advocacy service for vulnerable adults, older people and healthcare patients.

Website: <https://www.sageadvocacy.ie/>

Rapid Response Service: 1850 719400 (8.00 - 22.00 daily)

Phone: 01 5367330 (Monday to Friday 9.00 – 18.00)

Email: info@sageadvocacy.ie

Address: 24/26 Ormond Quay Upper, Dublin, DO7 DAV9

Third Age Ireland

Third Age champion older people in an interconnecting range of initiatives, including the challenge of negative perceptions, and the representation of older people at policy-making fora.

Third Age offers choices and provides opportunities for lifelong learning, volunteering, community development, and social inclusion.

Seniorline is a confidential listening service for older people provided by trained older volunteers that is open 365 days a year, from 10am to 10pm. As well as responding to individual callers, Seniorline advocates nationally for older people in Ireland, representing their needs, concerns and wishes to media, the general public, politicians and key stakeholders.

Website: <https://www.thirdageireland.ie/>

Email: nationaloffice@thirdageireland.ie

Phone: (046) 9557766

Seniorline Freephone: 1800 80 45 91

Address: Third Age, Summerhill, Co. Meath, Ireland, A83 PW94

Together-Razem

Polish community services centre for drug and alcohol issues and advice in relation to mental health and counselling. Together-Razem provides counselling & psychotherapy, English courses, advice and information services, legal advice and promotes education in Polish Schools.

Website: <https://together-razem.org/en/>

Phone: 021 439 55 88

Email: info@together-razem.org

Address: Together-Razem Centre, Unit 2A, Kilnap Business Park, Old Mallow Rd, Cork.

Also visit: <http://www.healthcomplaints.ie>

Healthcomplaints.ie provides information to Service Users on how to make a complaint or give feedback about health and social care services in Ireland. This website has been developed for people who use health and social care services in Ireland, as well as for their families, care-givers and advocates. Healthcomplaints.ie directs Service Users to find the right place to give their feedback.