

How to make a complaint to the HSE - What to Expect in Stage 1



The HSE likes to know what you think about services.

You can give your comments, compliments, and complaints to any member of HSE staff.

If you are not happy about your experience with our services or any member of staff you can make a complaint.



Tell any member of staff and they will try to help you with your complaint as quickly as possible.



If the staff member you speak to can't help you they will ask a more senior member of staff to help.

If this happens, they will tell you and explain why.

Staff will try to help you with your complaint **within 48 hours or 2 working days.**

If they are not able to deal with the complaint themselves, they will let you know how your complaint will be taken care of.



Complaints that can't be solved locally within 2 working days can be sent to a Complaints Officer to look into. This will only happen if you agree to it.



We call this the **Stage 2 HSE Formal Investigation stage**.

There is another information sheet for Stage 2.

If you make a complaint directly to the service, you have the right to ask, at any point, that your complaint be sent to a Complaints Officer to be looked into under Stage 2.



Advocacy Services:

If you need help to make a complaint you can contact HSE Your Service Your Say.



By phone on 1800 424 525, Monday to Friday 9am to 5pm (except bank holidays). Call +353 1 642 4555 from outside Ireland



or email yoursay@hse.ie



You can also contact an advocacy service to help you with your complaint. Details of some of the advocacy services available can be found online at:

<https://www.hse.ie/eng/services/yourhealthservice/feedback/services/>

Further information on Your Service Your Say can be found online on the website www.hse.ie/yoursay