



If you are not happy with the outcome of your complaint, you can ask for a HSE Internal Review and your review request will be sent to a Review Officer.

Assessment:

The Review Officer will look at your complaint to see if they can help or let you know who can help if they cannot.

The Review Officer will send your complaint to the correct service to help you.

Informal Resolution:

A Review Officer may speak with you directly within **2 working days (48 hours)** to see if they can help you with your complaint.

If they cannot help, they will carry out a review of the recommendations that were made following your complaint.

Internal Review:

The Review Officer will send you a letter or email to let you know that they are reviewing your complaint within **5 working days** of getting your request.



If someone sends in a review request for you, the Review Officer will contact you to confirm that you are happy for that person to ask for the review to be looked at.



- The Review Officer will also ask if you are happy for them to talk to that person about your complaint review and answer questions they ask.



- The Review Officer will also ask you if you want to see any letters, emails or reports that the Review Officer may send about your complaint review to that person.
- The Review Officer might ask you to sign a form that says you agree with the choices you have made to have support from that person.

The Review Officer will also let you know that they may need to look at your personal information to review your complaint.



- Not being able to see your personal information may mean that the Review Officer cannot fully look into your complaint review.



- Your information will only be looked at if needed and will be kept safe and secure.

A Review Officer will contact you if they need more information



- You will have **10 working days** to send in more information.
- The Review Officer may give you more time if you need it.
- If you cannot get this information or do not send it in, the Review Officer may not be able to look into your review fully and will let you know.

The Review Officer will try to review your complaint within **20 working days** but will let you know if they need more time.



The Review Officer will then let you know the amount of extra time they need.

When the Review Officer has finished the review, they will send a report and a letter to you.

1. The report will say:



- what your complaint was,
- what the Review Officer did to look into the complaint,
- what the outcome of the review was and if the actions or recommendations from the original complaint investigation are staying the same, or changing, or if there is a new action or recommendation.



2. A letter will also be sent with the report and will let you know what you can do if you are not happy with the outcome of the review.



The Review Officer will also send a copy of the report to the manager of the service.

The manager of the service is the Accountable Officer.



1. The Accountable Officer will write to you within **30 working days** to let you know when they will act on the recommendations.

2. If the Accountable Officer does not agree with the recommendations or wants to change these they will let you know why.



3. If the Accountable Officer does not write to you, you can ask the Review Officer to follow up with them.

4. If, after some time, the recommendations are not put in place, you can contact the Review Officer and ask them to follow up.



Review Rights:

You can also request a **Stage 4 Independent Review** of your complaint from, for example, the Office of the Ombudsman / Ombudsman for Children, following a Stage 3 Internal Review. The office of the Ombudsman is an independent office outside of the HSE.

Advocacy Services:



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



You can get support 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 at:

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

Further information on Your Service Your Say can be found at

www.hse.ie/yoursay



Inclusion Ireland

The National Association for People
with an Intellectual Disability.

