

Your Service Your Say

We would like to hear from you.

We want to give you the best care and help make you feel better. We want to make sure that we do a good job. We want you to tell us what you think of our services.



Give a **comment**. What did you think?

Give a **compliment**. What was good?

Make a **complaint**. What was not good?

This fact sheet will help you to tell us what you think.



A comment, compliment or a complaint can be about:

- Our Services
- Our Staff
- How you were cared for
- Something else

We will:

- Try to help you
- Be kind
- Be quick
- Tell you what will happen
- Tell you how long it will take



We want to hear from you

Talk to a staff member



Freephone Your Service Your Say 1800 424 555

9am to 5pm Monday to Friday (excluding Bank Holidays)

From outside Ireland call +353 1 642 4555



Freephone HSELive 1800 700 700

8am to 8pm Monday to Friday (excluding Bank Holidays)

From outside Ireland call +353 1 240 8787

Email yoursay@hse.ie



Fill out a **feedback form** and give it to a staff member or leave it in the feedback box provided



Visit www.hse.ie/yoursay and leave your comment, compliment or complaint online



You can ask a friend or family member to help you make a complaint.

We can also let you know where you can get help.

Your complaint will be private. This means we will keep your details safe.



More information on this policy is available on www.hse.ie/yoursay