

The steps in an examination are:

1. The Confidential Recipient will assess and refer your concern to the HSE Chief Officer, the person in charge of health services in your area.
2. The concern will be examined. A written report will be given to the Confidential Recipient within 15 working days. If it is decided that the concern needs a formal examination, the Chief Officer will notify the Confidential Recipient. They will also set out the timeframe to examine the concern.
3. The Confidential Recipient receives the report and informs you of the outcome.
4. If the Confidential Recipient is not satisfied with the outcome, they will refer the matter back to the HSE.
5. It is only when the Confidential Recipient is satisfied that your concern has been dealt with, that it will be closed.

If you are not able to make a complaint yourself, you can ask someone you trust, like a relative, carer or advocate to do this for you.



Confidential Recipient

Are you worried about abuse or neglect of a vulnerable adult in the care of a HSE or HSE funded residential facility?

Are you a resident in need of help or advice?

If so you can report a concern to the Confidential Recipient.

Monday to Friday: 9am to 5.30pm.
Email: leigh.gath@crhealth.ie

Call **0876657269**
or **061585603**

The Confidential Recipient is a person appointed by the HSE but is independent of the HSE.

They will listen to your concern and refer it to the HSE.



*Leigh Gath
Confidential Recipient*

The Confidential Recipient will:

- listen to you and give you advice about your concern.
- send your concern to the right place.
- make sure the HSE or a funded agency look into your concern within 15 days.

All information will be treated in a confidential manner.

Reporting a concern

You can report a concern or make a complaint if you are:

- concerned about an adult with a disability or an older person in a residential care service, day service or home support service. This can be a service provided or funded by the HSE.
- a resident in one of these services and you need confidential help and advice.

A vulnerable adult is someone with limited ability to guard themselves against harm or to report such harm. This limited ability may be a result of physical, mental, sensory or intellectual impairment.

Types of concerns

- Abuse
- Negligence
- Mistreatment
- Poor care

Concerns about a vulnerable person in a private service should be sent directly to the Health Information and Quality Authority.

How to contact the Confidential Recipient

To report a concern to the Confidential Recipient, contact:

- The Office of the Confidential Recipient for Vulnerable Persons, Training Services Centre, Dooradoyle, Limerick
- Call: 087 6657269 or 061 585603, Monday to Friday, 9am to 5.30pm
- Email: leigh.gath@crhealth.ie

Non-emergency or out of hours concerns

Please leave a message or send an email.

If you think someone's immediate safety is in danger call the Gardai on 112 or 999.

What happens after you raise a concern?

The Confidential Recipient will assess your concern and refer to the HSE for examination.

**Call 0876657269
or 061585603**