



Your Service
Your Say

We would like to hear from you

Your **feedback** helps us to improve our services. Please let us know if you have a **comment, compliment or complaint.**

We would like to hear from you

We want to provide you with safe and high-quality services so that you receive the best care and treatment. We are working to build a better health service every day. We would like to hear from you about your experience of using our services. We can learn from this and improve.

Have your say

You can make a comment, give a compliment or make a complaint.

How to tell us about your experience

- Talk to the person providing your care or any staff member.
- Email us at **yoursay@hse.ie**
- Fill out the form attached to this leaflet.
 - Put it into the feedback box in your local health service.
 - Give it to a staff member.
 - Post it to: HSE Your Service Your Say, Oak House, Limetree Avenue, Millennium Park, Naas, Co. Kildare, W91 KDC2. You can also send a letter to this address if you prefer.
- Send a letter to the service – a staff member will provide you with the contact details.
- Visit **www.hse.ie/yoursay** to fill out the online Your Service Your Say Feedback Form.

- Freephone HSE Your Service Your Say on **1800 424 555** from 9am - 5pm Monday to Friday (excluding bank holidays). Call +353 1 642 4555 from outside Ireland.
- Freephone HSELive on **1800 700 700** from 8am - 8pm Monday to Friday and 9am - 5pm on Saturdays (excluding bank holidays). Call +353 1 240 8787 from outside Ireland.

If you can't tell us directly

If you are not able to give us your feedback yourself, you can ask someone you trust, like a relative, carer or advocate to do this for you or with you.

What happens next?

Comment or compliment

If you have a comment or compliment, we will share it with the relevant service or staff member.

Verbal complaint

If you want to make a verbal complaint about a poor experience, you can raise your concern with the person providing your care or with another staff member. They will try to help you straight away, and if possible, within 48 hours.

Formal complaint

If the staff member cannot help you resolve your verbal complaint within 48 hours or if you wish to make a formal written complaint, a HSE Complaints Officer will be asked to look into your complaint.

The HSE Complaints Officer may contact you within 2 working days of receipt of your formal written complaint to hear more or try to resolve it.

The HSE Complaints Officer will formally acknowledge your complaint within 5 working days.

If an investigation is needed the HSE Complaints Officer will try to respond to your complaint within 30 working days.

If they need more time to investigate, the Complaints Officer will let you know before the end of the 30 working days. The Complaints Officer will update you every 20 working days after that to let you know what is happening.

If you are not happy with the outcome of the Complaint Officer's investigation of your formal complaint, you can ask the HSE to conduct an **internal review**.

If you are not satisfied with the outcome of the internal review by the HSE, you can request an independent external review by contacting:

- the Office of the Ombudsman (www.ombudsman.ie) **or**
- the Ombudsman for Children if you are under 18 years old (www.oco.ie)

You can read more about our feedback policy, Your Service Your Say, on **www.hse.ie/yoursay**



Your Service Your Say Feedback Form



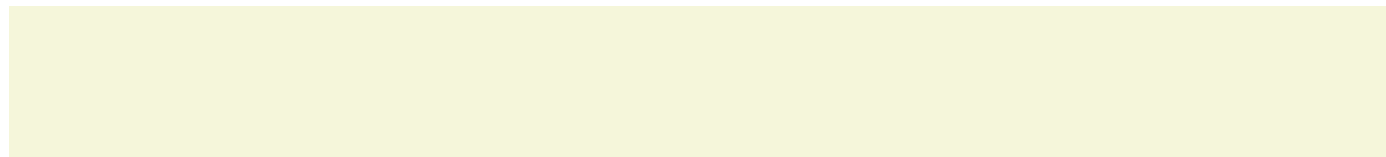
Your Service
Your Say

If you would like to provide feedback about any aspect of our service, please complete this form (please write clearly or in block capitals).

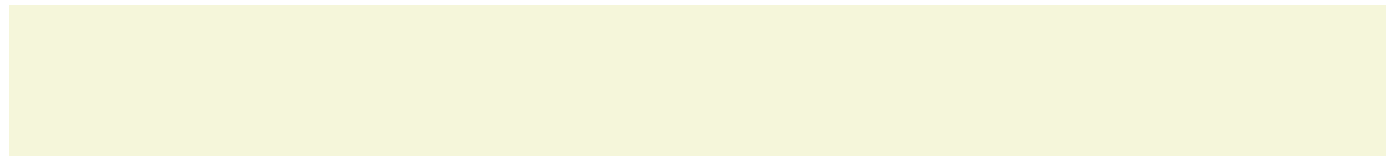
Name of service:

Name of location:

(for example: health centre, administrative office, hospital or hospital clinic or ward)



Date(s) of experience that this feedback relates to:



HSE Staff Use Only

Date received:

Comment / Compliment /
Complaint Number:

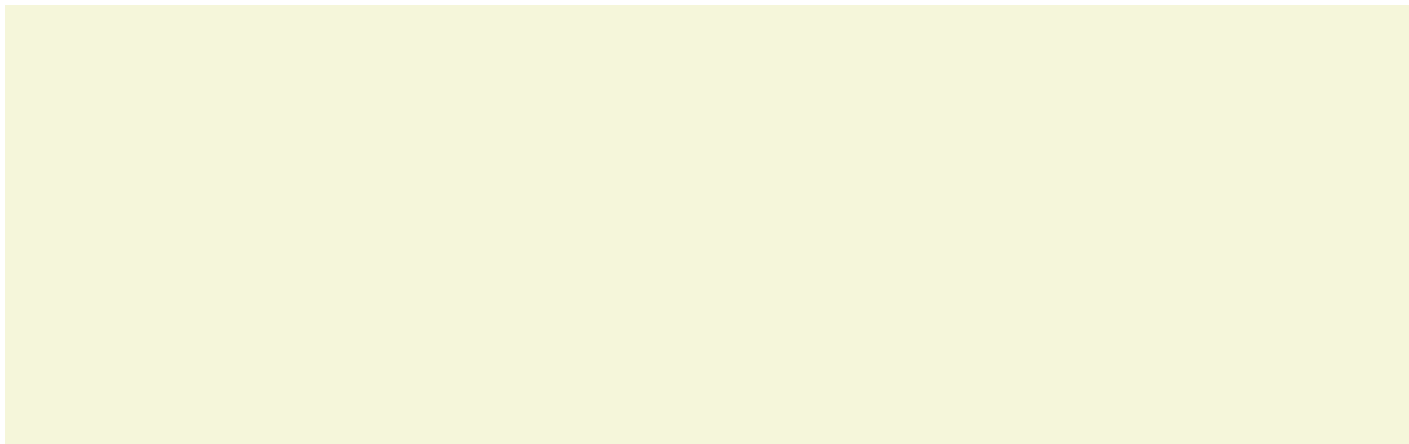
Location:

Complaints Officer:

Please tick what type of feedback you wish to provide:

Comment Compliment Complaint

Please provide detail of your feedback here:



Your name:

Address:

Email:

Tel:

Mobile:

Date:

If your feedback is a complaint we may need to access your personal information, but only where needed and only for those records that relate to the issues in your complaint.

If you **do not wish** for your personal information held by the HSE to be accessed:

Please tick: Yes No



Comment:

How can we
improve?




Compliment:

What did you like?



Complaint:

Not happy?
Let us know!





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Contact Us

Talk to the person providing your care or another staff member

Email yoursay@hse.ie

Fill out the feedback form attached to this leaflet

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on 1800 424 555 from

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Oak House, Limetree Avenue, Millennium
Park, Naas, Co. Kildare, W91 KDC2

Scan for more
languages

