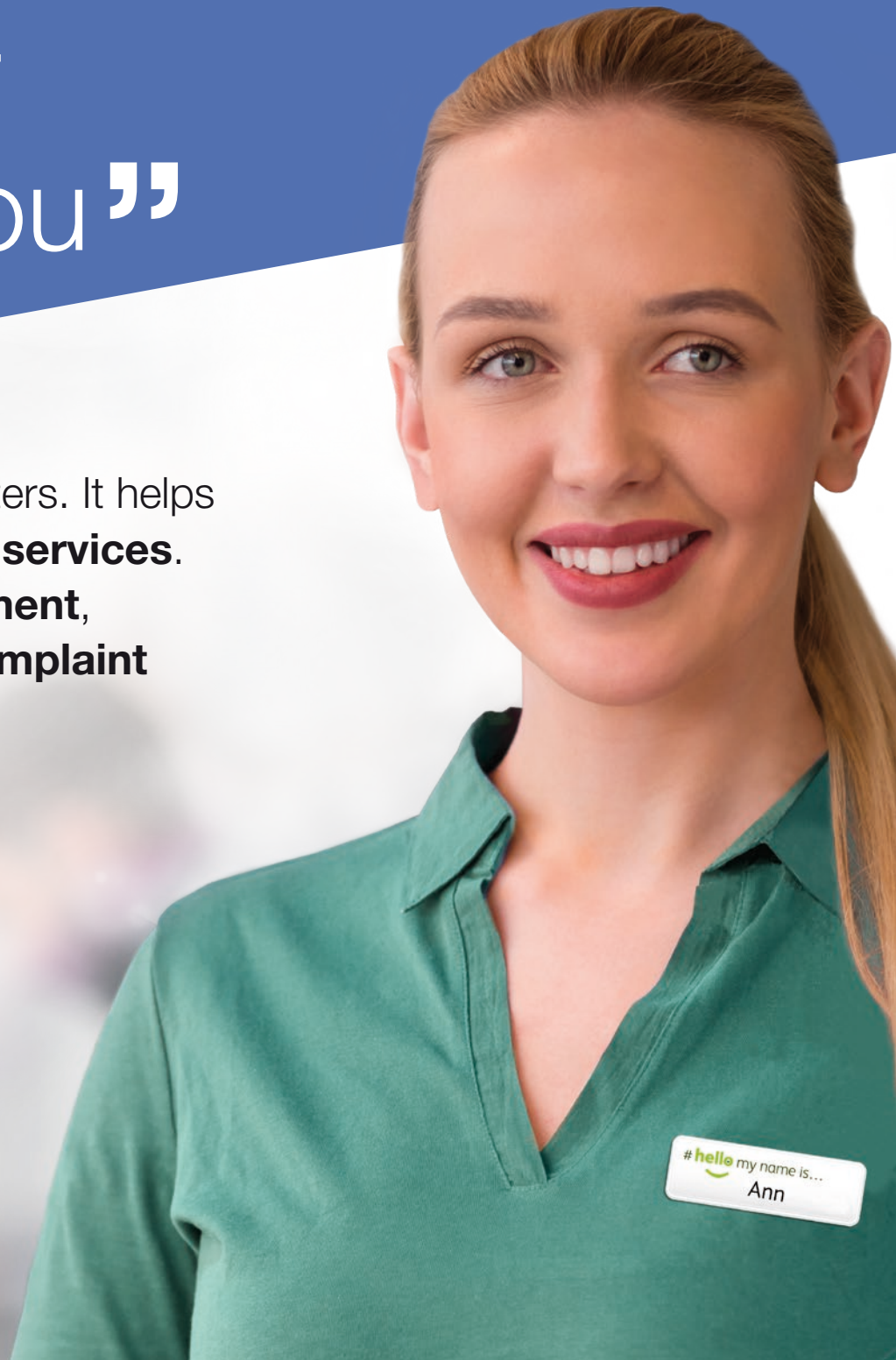




“We would like  
to hear  
from you”

Your feedback matters. It helps  
us to **improve our services**.  
If you have a **comment**,  
**compliment** or **complaint**  
please let us know.



## We would like to hear from you

We want to provide 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. You can help us to do this. We want to hear from you about your experience of using our services. What worked? What could improve? What didn't work?

We welcome your feedback and we will make sure that you get a full response and that we will learn from this.

## Have your Say

There are a number of ways you can tell us about your experience:

- Talk to us now by telling the people caring for you today about your experience.
- Write to us by filling out the form attached to this leaflet. Put this in the Feedback Box, or please give it to a member of staff. You can also send a letter directly to the service; staff will be happy to give you the correct address.
- Email us at [yoursay@hse.ie](mailto:yoursay@hse.ie)
- Call us on **1890 424 555** from 9am-5pm Monday to Friday. If you are calling from a mobile, please use **045 880400** to avoid additional charges.
- You can also call HSELive on **1850 24 1850** or **041 6850300**, if using a mobile, to avoid additional charges, from 8am-8pm Monday to Friday and 10am-5pm on Saturdays.
- 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.

## What happens next?

If you have had a good experience or have a suggestion, we will share your comment or compliment with the service or staff member so that we can build on what we do well and improve where needed.

If you have had a poor experience, please tell a member of staff or the person providing your care. They will try to help you straight away, where possible, or within forty eight hours.

You can also make a written complaint and we will respond to you within two working days of receipt of this. We might call or ask to meet you to hear more about it. We will look into your complaint and respond to you within 30 working days or contact you to ask for more time, if needed, and keep you updated every 20 working days after that to let you know what is happening.

If you are not happy with the outcome of your complaint, you can ask for an internal review by the HSE, or ask for an external review directly from the Ombudsman ([www.ombudsman.ie](http://www.ombudsman.ie)) or the Ombudsman for Children ([www.oco.ie](http://www.oco.ie)).

You can read more about our Feedback Policy on [www.hse.ie/yoursay](http://www.hse.ie/yoursay)



**If you wish to provide feedback on our service, please complete this form:**

Name of service:

Name of location (Health Centre, Administrative Office, Hospital and area e.g. clinic/ward):

Date of experience that this feedback relates to:

**HSE Staff Use Only**

Date received:

Comments/Compliments/Complaint Number:

Location:

Complaints Officer:

Please select the type of feedback you wish to provide:

Comment  Compliment  Complaint

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Please give your feedback here:

Name:

Address:

Tel:

Email:

Date:

If your feedback relates to a complaint, please advise of consent regarding access to personal information:

I hereby grant permission for the HSE to access my personal patient confidential information for the purposes of investigating this complaint.

Please tick YES:  NO:

Please note that refusing access to your records may impact on the complete investigation of your complaint

Signature

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**Talk** to a local member of staff

**Email** [yoursay@hse.ie](mailto:yoursay@hse.ie)

**Fill out** the feedback leaflet

**Visit** [www.hse.ie/yoursay](http://www.hse.ie/yoursay)

**Call** 1890 424 555 from 9am-5pm Monday to Friday

**Call** HSELive on 1850 24 1850 from 8am-8pm Monday to Friday and 10am-5pm on Saturdays