

How to complain to the Health Service Executive (HSE)



You can make a complaint to the Health Service Executive (HSE) when you are unhappy about a service they provided to you or a decision they made about you.



Not all complaints are big complaints.

Some complaints can be solved by talking to a staff member.

When a complaint is bigger or is not solved by staff. You can make an official complaint.



This can be done by the HSE 'Your service your say' system.



To make a complaint you can get help from

- A family member
- A Friend
- An Advocate

You can complain in a number of ways.



Tell a staff member or a complaint officer at the HSE service or office you attend



Telephone the HSE 1890 424 555



Email the HSE at this address yoursay@hse.ie



Write a letter to the HSE office or service. You can get help with this from an advocate or family or staff member.



Within 5 days you should be told your complaint has been received.



The complaint should be addressed within 30 days by the complaint officer. If it is not addressed, they will update you every 20 days.



Office of the Ombudsman
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If you are not happy with the result of the complaint you can contact Office of the Ombudsman by telephone: 1890 223 030

OR



the Ombudsman for Children by telephone: 1800 20 20 40.