



An easy-to-read guide to

Making a complaint in residential services

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A complaint is when you let someone know you are unhappy about something in your service.



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 in your service.



Telephone the HSE 1890 424 555



Email the HSE at this address

yoursay@hse.ie



Write a letter to any HSE office. 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
Oifig an Ombudsman

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.



Other ways to complain



If the complaint is about abuse or welfare you can complain to the **HSE Safeguarding team**. They will investigate.



The National Safeguarding Office
telephone number: 061 461 165



If the complaint involves possible
abuse, neglect or the welfare of a
child you can contact **TUSLA**
Telephone number: 01 771 8500



You can make **HIQA** aware of any
issue. They do not investigate
individual complaints but they can
include concerns in their
inspections.



If you want to contact HIQA
email: concerns@higa.ie



HIQA telephone number: 021 240
9646



The HSE have appointed a **Confidential Recipient** for vulnerable persons. The confidential recipient can ask the HSE to fully investigate your complaint.



Confidential recipient telephone:
1890 100 014



If the complaint involves a possible crime you should contact your **local Garda Station.**



Advocacy supports

An independent advocate can help you make your complaint. They will meet you and make sure your voice is heard.



The National Advocacy Service for people with disabilities. Their number is 0761 07 3000

sage

Support & Advocacy Service
for Older People

Sage is an advocacy service for older people. This includes people with disabilities. Their number is 1850 719 400



EPIC is an advocacy service for people under 18 living in residential care including children with disabilities. Their number is 01 872 7661

The document was proof-read by men and women with disability.



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