



**Patient  
Advocacy  
Service**

INFORMATION | SUPPORT | EMPOWERMENT

## Free, Independent and Confidential Patient Advocacy



### What is the Patient Advocacy Service?

The Patient Advocacy Service provides a free, independent and confidential service to help users of public acute hospitals making or intending to make a formal complaint through the HSE 'Your Service, Your Say' complaints process in relation to the care they have received.

The Patient Advocacy Service receives no funding from the HSE, and is therefore fully independent of the HSE.

### How we Help

- ▶ The Service can support you to get information on the formal HSE complaints process 'Your Service, Your Say.'
- ▶ We can explain what to include in your formal complaint, and how to write a formal complaint
- ▶ We can support you to explore your options following a response from the HSE to your formal complaint

### How to Contact Us

- ▶ Filling out this form;
- ▶ Visiting our website at [patientadvocacyservice.ie](http://patientadvocacyservice.ie), or
- ▶ by phoning us on 0818 293003

The Patient Advocacy Service is provided by the National Advocacy Service for People with Disabilities, and funded by the Department of Health.

 [patientadvocacyservice.ie](http://patientadvocacyservice.ie)

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 0818 293003



post this contact us form to;  
**Patient Advocacy Service**  
PO Box 13108, Dublin 7



Or email the form to;  
**[info@patientadvocacyservice.ie](mailto:info@patientadvocacyservice.ie)**



You can also make your query online at  
**[patientadvocacyservice.ie](http://patientadvocacyservice.ie)**  
or by calling the national line **0818 293003**

The Patient Advocacy Service provides free, independent and confidential information, support and empowerment to users of HSE funded public acute hospitals making a formal complaint about their care.

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# Guide to Making a Complaint



## Make an Informal Complaint (Stage 1)

Raise the issue with the Hospital by phone or in person. The issue might be resolved without needing to make a formal complaint. Receive response within 2 working days.



## Making a Formal Complaint (Stage 2)

If you are unhappy with the response you receive after raising the issue, you can make a formal complaint.

**The Patient Advocacy Service can assist you to make a formal complaint from this Stage**

You can do this by writing a letter, an email, or filling out the online complaints form <https://www2.hse.ie/services/forms/your-service-your-say/>

**Time frame:** acknowledgment 5 working days, response 30 working days

### What to Include in Written Complaint:

- ▶ Include your name
- ▶ phone number
- ▶ email address
- ▶ name of the hospital or service
- ▶ name of the section in the hospital
- ▶ who was involved
- ▶ dates and times of the experience
- ▶ an accurate description of what happened
- ▶ what you want to happen now
- ▶ and you can attach any relevant documentation



## Internal HSE Review of Complaint (Stage 3)

If you are unhappy with the response you receive, you can ask the HSE to review the complaint (Stage 3 of Your Service, Your Say). For a review, reply to the HSE within 30 working days of receiving your complaint response.



## External Review of Complaint (Stage 4)

If you want an external organisation to look at how your complaint has been handled, you can contact the Ombudsman, or other organisations like the Medical Council, or Nursing and Midwifery Board of Ireland to consider your complaint. You can do this at any stage.

## Where to Send your Complaint:

- ▶ Post/Email for hospitals: Send your letter or email to the complaints officer. <https://www.hse.ie/eng/about/qavd/complaints/officers/hospital/>
- ▶ Email/Phone HSE directly: [yoursay@hse.ie](mailto:yoursay@hse.ie) or 1850 24 1850
- ▶ Online: You can just submit your complaint online at this page; <https://www2.hse.ie/services/forms/your-service-your-say/>
- ▶ A complaints officer in the hospital will be appointed to investigate your complaint. The complaints officer will normally meet you to confirm details of the complaint
- ▶ Following a full investigation about the complaint, the complaints officer will either uphold the complaint or not, and make recommendations in a report

Fill out this form if you need particular information or advice from the Patient Advocacy Service in relation to making a complaint about an experience in a public acute hospital. Once you have posted this form to PO Box 13108, Dublin 7, we will be in touch to help you with your query.

Name:

County:

Phone number:

Email (optional):

Hospital complaint relates to:

Outline of Issue:

If you have any accessibility requirements please let us know:

How would you like us to contact you? (please tick)

Phone

Email

SLIS

Text

Other

I consent to my data being processed by the Patient Advocacy Service and retained on a case management system in accordance with the Patient Advocacy Service data protection policy.

Please tick

Further details of the Patient Advocacy Service of the Data Protection Policy is available on [patientadvocacyservice.ie](http://patientadvocacyservice.ie)