

## Your Service Your Say

Complaints sent directly to the HSE will be dealt with as set out in their information leaflet “Your Service Your Say”, which is available throughout the hospital.

You can make complaints or pay compliments directly to the HSE in a number of ways;

- Use the form attached to the HSE “Your Service Your Say” leaflet
- You may telephone the HSE info line on 1850 24 18 50
- You may email the HSE at [yoursay@hse.ie](mailto:yoursay@hse.ie)
- You may comment directly on the HSE website [www.hse.ie](http://www.hse.ie)

The HSE also have a system in place to record your comments, complaints or compliments.

Should you have any concerns or issues please contact:

The Risk Management Department,  
Temple Street Children’s University  
Hospital,  
Temple Street  
Dublin 1.

01 8784546 / 01 8784504 / 01 8784720  
/01 8921801

8am - 5pm  
Monday - Friday

Fax: 01 8784226

Email [riskmgt@cuh.ie](mailto:riskmgt@cuh.ie)  
Comment forms can be found in public  
areas around the hospital



# How to Make a Complaint

Main Hospital Number  
01 878 4200

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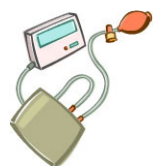
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University Hospital



Founded in 1872, the Children's University Hospital, Temple Street is an acute paediatric Hospital for both public and private patients.

Our goal is to:

*Deliver quality health care while protecting the dignity and self respect of each individual patient and of each person involved in the care of the patient.*



## Your Rights

The Hospital strives to provide the highest standard of care to patients, parents and families at all times. We welcome feedback on our services from parents, patients, families and members of the community.

We want to hear about your experience of our service and record comments, compliments and complaints so we can improve the quality of our service .

Comment cards and boxes can also be found in public areas around the hospital.

## Why Make a Complaint ?

- To relieve concerns and address problems expressed by patients / parents, their families, visitors, community members
- To allow us to take corrective actions
- To put in place practices to avoid repetition of the issues experiences
- To promote service delivery that maintains quality care and patient satisfaction at all times

## How Do I Make a Complaint ?

Verbal comments or complaints are dealt with locally and informally at the time.

If a complaint cannot be dealt with locally please write to the Risk Management Department or email the Risk Manager, [paula.day@cuh.ie](mailto:paula.day@cuh.ie)

## The Risk Management

### Department Will

- Acknowledge your written complaint within five working days
- Investigate your concerns confidentially
- Write to you with a response within 30 working days

## What If I Am Not Satisfied With The Response?

If you are not satisfied, the matter will be:

- Referred to the Chief Executive Officer (CEO)
- Re-investigated
- A final response prepared.

## What If I Am Still Not Satisfied?

You always have the right of appeal to the Office of the Ombudsman for Children or "Your Service Your Say" at the HSE.