



Your Service
Your Say

Are you a child or young person
using HSE health services?

We would like
to hear from

you



We would like to hear from you

The HSE wants to provide you with safe care and treatment.

We want you to be happy with the service you get and how you are treated by all of our staff. To make sure this happens we want to hear about your experience of our services.

We will treat anything that you tell us with respect.



Compliment:
What did you like?

Complaint:
Not happy?
Let us know!



have your say

Tell a staff member or the person providing your care. They want to hear what you have to say and they will try to help you straight away.

If you don't want to do this, you can also:

- Ask your parent(s)/guardian(s) to tell us what you think.
- Email **yoursay@hse.ie**
- Fill out the online form on the HSE website **www.hse.ie/yoursay**
- Fill out the form attached to this leaflet.
 - Put it into the feedback box in your local health service,
 - give it to a staff member, or
 - ask for an address to post it to. You can also send a letter to that address if you prefer.
- Telephone our **YourSay Team** from **9am to 5pm, Monday to Friday** and talk to a member of staff who will help you.
 - From a *landline* call 1890 424 555
 - From a *mobile* call 045 880400
- Telephone our **HSELive Team** from **8am to 8pm, Monday to Friday** and from **10am to 5pm on Saturday**.
 - From a *landline* call 1850 24 1850
 - From a *mobile* call 041 6850300

What we will do

Comment or Compliment

If you make a comment or compliment we will be in touch to thank you and we will pass this on to the right person or service.

Complaint

If you have a complaint we will thank you for letting us know and try to sort this out as quickly as possible, usually within 2 working days.

Where we need more time we will let you know and try to look into this within 30 working days. If extra time is needed we will keep you updated every 20 working days.

We are happy to explain anything you don't understand or answer any questions you may have.



Information I need to make a complaint

To help us look into your complaint as quickly as possible, please let us know:

- What happened.
- When and where it happened.
- If possible, the names of any staff or others involved.

Your Rights

Whatever your age, you have rights when it comes to getting health services. These include:

- The right to access healthcare services.
- The right to have your say and be listened to.
- The right to complain if you are unhappy about a service or the care and treatment you experienced.



Other useful information

- Your information is confidential but may be shared if we believe there is a risk to you or any other child or young person.
- Your parent(s)/guardian(s) can also make a comment or a complaint about our service on your behalf and when that happens we will seek your views as well.
- We will support you or let you know what supports are available for you.

For more information visit

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



Your Service
Your Say

Contact Us

Talk to a local member of staff

Email yoursay@hse.ie

Fill out the feedback leaflet

Visit www.hse.ie/yoursay

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

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

Leaflet developed in
partnership with



YOUTH
ADVISORY
COUNCIL

Your Service Your Say Feedback Form *(please write clearly or in block capitals)*

I would like to make a (please tick)

Comment

☐

Compliment

☐

Complaint

☐

What is the name of the service you are writing about?

Where did this happen?

When did this happen?

In your own words please let us know what happened?



Name:

Postal address:

Email (if available):

Telephone number:

Signature:

Name of Parent / Guardian:

Signature of Parent / Guardian:

HSE Staff Use Only

Date received:

Comments / Compliments / Complaint Number:

Location:

Complaints Officer: