



Oifig an Stiúrtóra Náisiúnta Cúnta
Oibríochtaí Meabhairshláinte

Ospidéal Naomh Lómáin, Baile Phámar,
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Office of the
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Deputy Holly Cairns
Dail Eireann,
Leinster House,
Kildare Street,
Dublin 2.

19th April 2024

PQ Number: 7733/24

PQ Question: To ask the Minister for Health what avenues are available for families who wish to seek recourse where the level of care for an eating disorder is not adequate; and if he will commit to putting in place such a process if one is not available. -Holly Cairns

Dear Deputy Cairns

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for Health for response. I have examined the matter and the following outlines the position.

The HSE remains fully committed to hearing from and responding to concerns raised by service users, their families and the general public in accordance with Section 46, Part 9 of the Health Act 2004. Many options are available for the submission of feedback, comments and complaints. These include the HSE Your Service Your Say Policy, the HSE'S [Confidential Recipient for Vulnerable Persons](#) and through advocacy services. In addition the Mental Health Act 2001 (Approved Centre) Regulations 2006, stipulates that each inpatient mental health facility, must have a robust complaints procedure in place.

The HSE Your Service Your Say Policy sets out the procedures/obligations of the HSE around responding to complaints. In cases where the complainant is unhappy with the response to the complaint, they can request an Internal Review and if still not satisfied with the outcome, the complainant can request an external review from the Office of the Ombudsman/Ombudsman for Children under Stage 4 of the policy. This process is available to anyone accessing public health services.

Further information can be found here:

<https://www.hse.ie/eng/services/yourhealthservice/feedback/complaint/making-a-comment,-compliment-or-complaint.html>



I trust this information is of assistance to you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Tony Mc Cusker'. The signature is fluid and cursive, with the first name 'Tony' being the most prominent.

Tony Mc Cusker
General Manager
National Mental Health Services