

# Our Services

- Providing help and advice
- Providing information about our service
- Listening to you and answering your questions
- Advocating for you if things go wrong
- Investigating your complaints

If you are making a complaint, please provide us with your consent regarding access to personal information:

I hereby consent for CHI to access my child's Healthcare Record for the purposes of investigating my complaint.

Please tick  YES  NO

*Please note that refusing access to your child's Healthcare Record may impact on our ability to properly investigate your complaint.*

Signature:

Date:



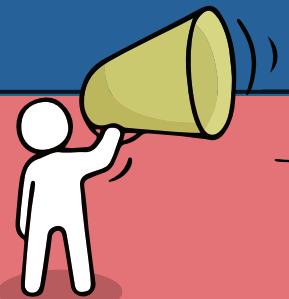
# Contact Us

**Call Us:**  
01-6407500  
Between hours of: 9am – 1pm

**Email Us:**  
chi.qps@nchg.ie

**Write To Us:**  
Patient Advocacy and Complaints  
CHI at Connolly  
Connolly Hospital  
Mill Road  
Blanchardstown  
Dublin 15

**Visit Our Website:**  
[www.childrenshealthireland.ie/connolly](http://www.childrenshealthireland.ie/connolly)



# Are We Doing A Good Job?

Let us know if we're doing a good job or help us to identify ways to improve

Tell us about your experience



Patient Advocacy and Complaints



# Feedback Form



## \*REQUIRED INFORMATION:



\*Date:

\*Name:

I am a:

- Patient       Carer  
 Family Member       Friend  
 Guardian       Visitor  
 Other (Please specify):

Email:

\*Telephone:

\*Address:

\*Nature of feedback:

- Comment/suggestion  
 Compliment  
 Complaint

\*Would you like us to respond to your feedback?

- Yes       No

\*If yes, how would you like us to contact you?

- Email       Post  
 Phone

\*Please specify the area your feedback relates to (Urgent Care Centre/Out Patients Department/Speciality)

Your Feedback:

Thank you

