



**Health
Information
and Quality
Authority**

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte



We want to hear from you

about International Protection Accommodation
Services (IPAS) Centres



2024



an independent organisation

The Health Information and Quality Authority (HIQA) is an independent organisation to promote safety and quality in the provision of health and social care services for the benefit of the health and welfare of the public.



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Your experience is important to us

We would like you to tell us about your experience of International Protection Accommodation Services (IPAS) centres.

While HIQA is unable to investigate individual complaints about International Protection Accommodation Services (IPAS) centres we will listen to what you have to say and use your feedback to establish if the information received indicates a risk to the safety, effectiveness, and management of the service, and the day-to-day experience of people using these services.



Ways to give feedback to HIQA

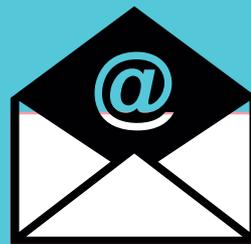


ONLINE

www.hiqa.ie

EMAIL

concerns@hiqa.ie



BY POST

Information Handling Centre,
HIQA, Smithfield,
Dublin 7,
D07 E98Y



BY PHONE

021 240 9646

About this booklet

This booklet explains what to do if you or a family member of someone acting on your behalf wants to give feedback or make a complaint about your experience in a International Protection Accommodation Services (IPAS) centre.



For many, the thought of making a complaint can be off-putting, but this booklet aims to help make the process easier for you.

This booklet gives advice on:



How to make a complaint or provide feedback



What to do if you are not happy with the response

It also provides information on organisations that can support you, free of charge.

Section 1:

Sharing feedback on your experience with HIQA

The privacy notice on our website sets out how we process all personal information that we generate and hold in the course of our work



Your feedback will be reviewed by an inspector



While HIQA is unable to investigate individual complaints about an International Protection Accommodation Service centre, we will listen to what you have to say. We can use your feedback in a number of ways to establish if a service is safe, effective and well managed.

This allows us to:

Measure

Consider how well providers handle complaints and use them as an opportunity for improving the service provided.

Track

Track what is happening in IPAS centre.

Identify

Identify any trends or patterns that indicate something unacceptable may be happening.

Ensure

Ensure services continue to meet essential standards of support.

If we believe

that those responsible for providing a service may not be compliant with the necessary regulation and or national standards, we can take a number of actions in response.



In serious cases, we may consider escalating concerns to the Department of Children, Equality, Disability, Integration and Youth where there is evidence that people are at immediate risk.

Actions:



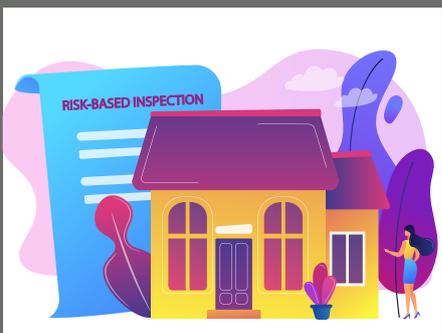
Use the information at the next inspection planned for the service.



Ask the responsible person for more information on the general issues of concern (not related to an individual person).



Request the responsible person to provide a plan on how they will address any identified issues.



Carry out a risk-based inspection or a focused inspection to assess the quality and safety of support provided to those using the service.

Section 2

How to provide feedback to IPAS - Department of Children, Equality, Disability, Integration and Youth

If you are unhappy with the support you have received, you have the right to make a complaint, to have that complaint investigated and to be given a full and prompt reply.



If you have a complaint, you could:



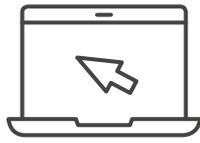
Speak with staff providing the support

They may be able to resolve your concern at this point.



Ask for a copy of their complaints procedure

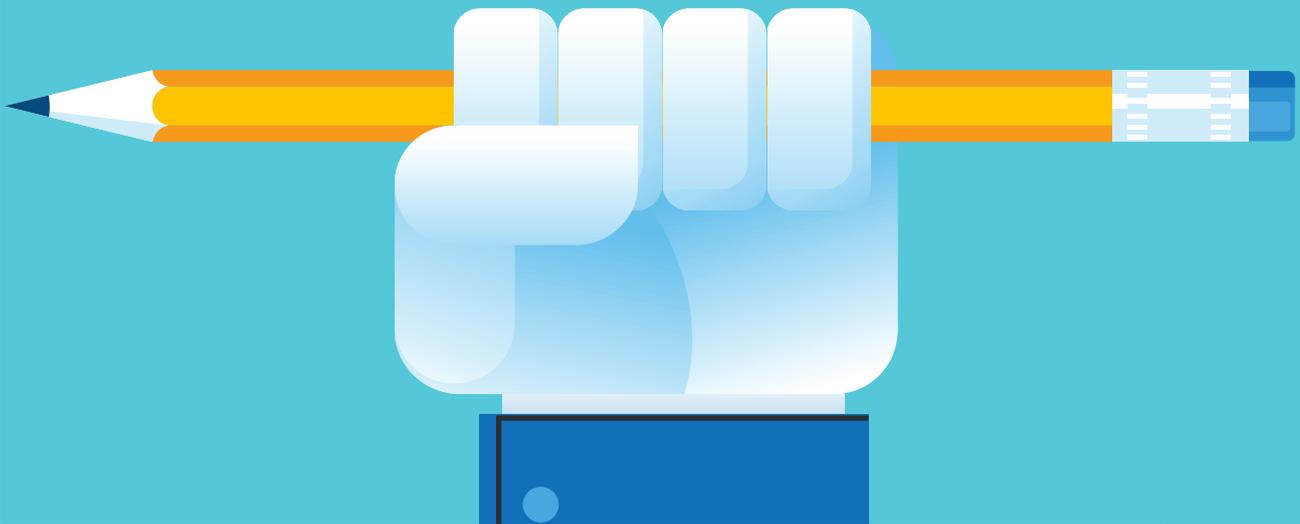
This should tell you who to contact, how they will handle your complaint and how they will learn from your complaint.



You can make your complaint by email, letter or by speaking with the centre manager.

It is usually a good idea to keep a record of what you said

Who you spoke with and what they said. The service you complain to should let you know how long it will take to investigate your complaint and respond to you.



When you make a complaint the service must:

- acknowledge your complaint or concern
- look into and investigate your complaint or concern
- let you know what they found
- respond to you in a timely manner.

IPAS - Department of Children, Equality, Disability, Integration and Youth

If you are unhappy with the support you have received from a service centre and if your complaint is not resolved with the centre, you can contact the International Protection Accommodation Service (IPAS) within the Department of Children, Equality, Disability, Integration and Youth telling them what your original complaint was.

IPAS can be contacted in the following ways:



(01) 418 3200



Customer Services Team,
IPAS, PO Box 11487,
Dublin 2



ipasinbox@equality.gov.ie

A complaints officer will acknowledge receipt of your complaint and provide regular updates, in line with their policy, until you receive a recommendation.

If you are not happy with the response to your feedback

Office of the Ombudsman



Ombudsman

The Ombudsman can examine complaints from people who feel they have been unfairly treated by a public service provider. The Office can examine complaints against most organisations that deliver public services.

The Ombudsman cannot look into a complaint if it is made more than 12 months after you initially complained of the action or you became aware of the action, unless there are very special circumstances

Contact the Ombudsman in the following ways:



01 639 5600



The Office of the
Ombudsman,
6 Earlsfort Terrace,
Dublin 2, D02 W773



info@ombudsman.ie
www.ombudsman.ie



ombudsman do leanaí for children

The Ombudsman for Children can investigate complaints about public bodies providing services or making decisions about children and families, or organisations providing services on behalf of the State. The main function of the Office are:

- to promote the rights and welfare of children and young people up to 18 years old
- to investigate complaints made by children or on behalf of children against public bodies, schools and hospitals.

Contact the Ombudsman for Children's Office:



1800 202 040



The Ombudsman for Children's
Office, Millennium House, 52-56
Great Strand Street,
Dublin 1, D01 F5P8



www.oco.ie



Before you contact the Office of the Ombudsman or Ombudsman for Children, they recommend that you should try first to resolve your complaint with the relevant service provider.

Section 3

Providing feedback to other organisations

Concerns of a suspected criminal nature

Matters of a suspected criminal nature should be reported to An Garda Síochána. In addition An Garda Síochána (the Irish police force) has statutory responsibility for the safety and welfare of children.



An Garda Síochána

Ireland's National Police & Security Service

Phone your local garda station or via the Garda Confidential line



For details of how to contact your local Garda Station visit - www.garda.ie/en/Contact-Us/Station-Directory

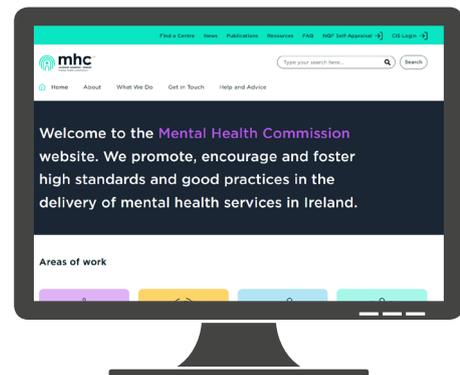


In emergency situations always dial 999 or 112.

Mental health services

You could also share your experiences with the Mental Health Commission as it regulates and monitors approved mental health services. Under the Mental Health Acts 2001 – 2018, the Mental Health Commission does not have a statutory remit to manage individual complaints about mental health services.

It will use this information when inspecting services, and also endeavour to signpost individuals to the relevant agency who can best manage their complaint or can support/advocate for them while their complaint is being investigated.



www.mhcirl.ie



01 636 2400



The Mental Health
Commission, Waterloo
Exchange, Waterloo Road,
Dublin 4, D04 E5W7



concerns@mhcirl.ie

The Child and Family Agency (TUSLA)

If you are unhappy with the care you received from a service operated by Tusla



You can talk to the person who is working with you

or ask to talk to their manager or any Tusla person who is working with you. You can also contact the service directly to make a complaint or talk to your social worker or their manager.

This gives them the chance to listen to your concerns, try and put things right for you, and identify any areas that can be improved upon.

Tusla also likes to hear when they have done something well.



www.tusla.ie

The Tusla policy for complaints and feedback, called 'Tell Us', tells you how it receives compliments, comments and complaints.

This is available on their website in [this section](#).

If your complaint is not resolved at that point

You can contact a complaints officer. A complaints officer will acknowledge receipt of your complaint and provide regular updates, in line with their policy, until you receive a recommendation.

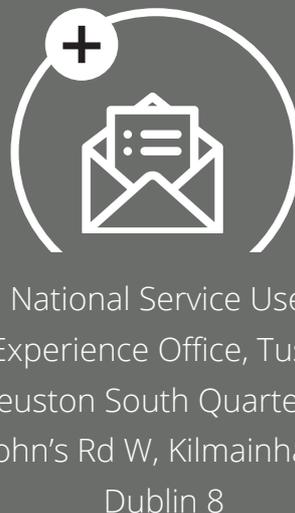
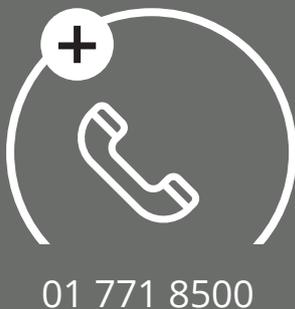
Complaints department



If you are not satisfied with the recommendations

Request a review, set out why you want a review within 30 working days of the investigation report being sent to you by writing to the National Manager, Service User Experience within Tusla.

National Service User Experience Office



Professions

Dental Council
Comhairle Fiaclóireachta

Dentists

The Dental Council

dentalcouncil.ie



Doctors

The Medical Council

medicalcouncil.ie



Nurses and midwives

The Nursing and Midwifery Board of Ireland (NMBI)

nmbi.ie



Pharmacists

The Pharmaceutical Society of Ireland (PSI)

thepsi.ie



Social workers, physiotherapists, radiographers, speech and language therapists, dietitians, medical scientists, occupational therapists, optometrists, radiation therapists

CORU

coru.ie

Section 4

Support with providing feedback or making a complaint

Complaining can be a difficult experience, but there are a number of organisations that can give helpful advice and support. Having an advocate may be helpful who can act on behalf of an individual when dealing with a health and social care service.



Citizens Information

is the statutory body which supports the provision of information, advice and advocacy on a broad range of public and social services. Further information can be found at

www.citizensinformation.ie



The Irish Refugee Council

provides services and support for people seeking protection and people recognised as refugees in Ireland and advocate for humane and dignified protection procedures and responses to people fleeing persecution. Further information can be found at:

www.irishrefugeecouncil.ie



Inclusion Ireland

promotes advocacy for people with an intellectual disability, particularly self-advocacy. Further information can be found at:

www.inclusionireland.ie



Irish Advocacy Network

provides peer advocacy, support and information to people with mental health difficulties. Further information can be found at:

www.peeradvocacyinmentalhealth.com



Legal Aid Board

provides legal advice and representation in court. The Legal Aid Board also provides family mediation services. Further information can be found at:

www.legalaidboard.ie



National Advocacy Service for People with Disabilities

provides an independent, confidential and free representative advocacy service that works exclusively for the person using the service. Further information can be found at:

www.advocacy.ie



Patient Advocacy Service

is independent, free and confidential. They can support you to make a complaint about the care you have experienced in a public acute hospital or nursing home. They can also support you in the aftermath of a patient safety incident. Further information can be found at:

www.patientadvocacyservice.ie



Migrant Rights Centre Ireland (MRCI)

is a national organisation working to advance the rights of migrant workers and their families at risk of exploitation, social exclusion and discrimination.

Further information can be found at:

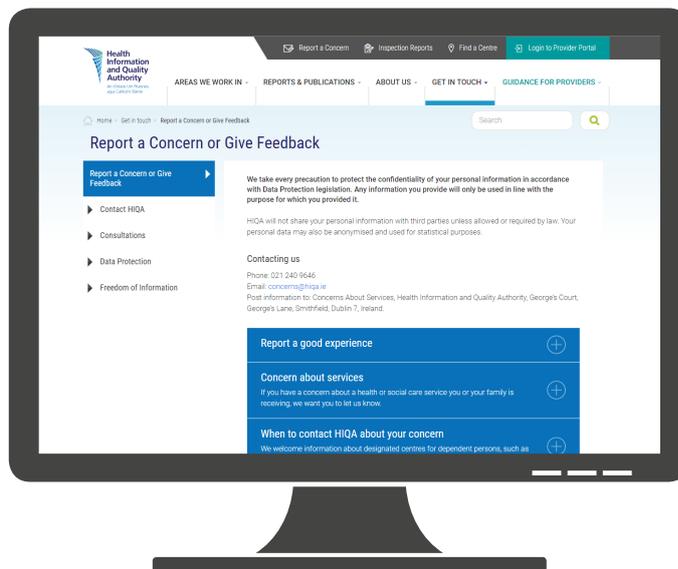
www.mrci.ie

Section 5

How to contact HIQA

HIQA has an Information Handling Team who can assist you with providing feedback to HIQA. Our dedicated team will also advise you on other organisations or supports, as outlined in this booklet, which may be able to help you.

You can contact HIQA's Information Handling Centre in the following ways



[Online](#)



021 240 9646



Information Handling Centre,
HIQA, George's Court,
Smithfield, Dublin 7,
D07 E98Y



concerns@hiqa.ie



Thank you

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