

Tell us what you think



Harold's Cross
Blackrock
Wicklow
Respite Rehabilitation Reassurance

We work hard to ensure you receive safe and high-quality treatment.

Your experience and feedback matters.

Whether it's a comment, compliment or complaint, we welcome your feedback.

What happens next?

If you had a good experience, we will share your compliments with our staff.

If you have a suggestion, we will review it and consider it when making improvements.

If you had a poor experience, we will learn and make improvements where possible.

Talk to us now.

Tell the people caring for you today.

If you make a verbal complaint, we will:

Review locally and rectify as soon as possible.

Write to us.

Either fill out a printed form and put it in a feedback box OR complete an electronic form at www.olh.ie

If you make a written complaint, we will:

Acknowledge in writing within 5 days of receipt.

Review and respond within 30 working days.

Inform you of delays and keep you updated.

Ask for support.

If you are unable to complete a form, ask someone you trust to do it on your behalf.

This could be a relative, carer or advocate.

The Patient Advocacy Service is fully independent from both the HSE and OLH&CS.

Web: www.patientadvocacyservice.ie | Tel: 0818 293 003 |

Post: Level 3 Rear Unit, Marshalsea Court, Merchant's Quay, D08 AEY8

If you are unhappy with the outcome of your complaint locally, you can contact the Complaints Officer:

Patricia Pierce | Email: ppierce@olh.ie | Tel: +353 1 491 2576 |

Post: Our Lady's Hospice & Care Services, Harold's Cross, D6W RY72

You will receive a written response within 30 working days of receipt to inform you of the outcome.

If unresolved, you can escalate the matter to the Review Officer:

Mary Flanagan | Email: mflanagan@olh.ie | Tel: +353 1 406 8724 |

Post: Our Lady's Hospice & Care Services, Harold's Cross, D6W RY72

You will receive a written response within 20 working days of receipt to inform you of the outcome.

If still unresolved, you can refer the matter to The Office of the Ombudsman:

Web: www.ombudsman.ie | Tel: +353 1 639 5600 | Post: 6 Earlsfort Terrace, D02 W773

Our Lady's Hospice & Care Services has three locations:

Harold's Cross Hospice
Harold's Cross
D6W RY72
T: +353 1 406 8700
E: info@olh.ie

Visit www.olh.ie

CHY: 1144 | RCN: 20001827 | Company number: 352404

Blackrock Hospice
Sweetman's Avenue
Blackrock
Dublin
A94 F8D9
T: +353 1 206 4000
E: blackrockhospice@olh.ie



Wicklow Hospice
Magheramore
Co Wicklow
A67 A446
T: +353 1 406 8888
E: wicklowhospice@olh.ie




Your Service
Your Say