

WHAT IS THE HSE'S COMPLAINTS MANAGEMENT SYSTEM (CMS)

The CMS is a national database management system. The Complaints Management System has been developed by State Claims Agency and is hosted on the Government VPN, which means it can only be accessed by users approved to have access to this network. Users are only allocated access to the system based on their requirement, role and location.

The CMS was developed to support the HSE's complaints management process and to enable the end-to-end management and tracking of complaints, investigations, outcomes and recommendations at local level.

Anonymised data will enable all participating service areas take appropriate decisions in the light of accurate and up-to-date information and will drive better complaints management standards not only in those sites but throughout the HSE.

WHAT INFORMATION IS RECORDED?

- Your name and contact details
- The details of your complaint
- The record of the complaint investigation and outcomes

WHAT HAPPENS TO MY INFORMATION?

Primarily the information is used by a delegated Complaints Officer to investigate your complaint.

Secondary usage may include research, statistical data and reports.*

*If your information is used for any of these purposes you can be assured that all your personal identifying information is removed and fully anonymised, thus protecting your identity.

WHAT ABOUT CONFIDENTIALITY?

Everyone working within the Health Service Executive has a legal duty to keep service users' personal information confidential. The HSE has a strict code of conduct in place to ensure that your information is kept safe and secure. The HSE is obliged to be fully compliant with all aspects of Data Protection legislation.

WHO CAN SEE MY INFORMATION?

The CMS has restricted access. Your personal information will only be seen by HSE staff involved **directly** in the investigation of your complaint. Complaints Officers and support staff can only access records relevant to where they investigate complaints. Support staff must also sign a Memorandum of Understanding, which sets out areas of mutual responsibility in relation to confidentiality of records held on the CMS.

ARE THERE TIMES WHEN INFORMATION CANNOT BE KEPT CONFIDENTIAL?

Yes, in certain circumstances, outlined below, it may be necessary for us to disclose personal information to third parties:

- If we have concerns about a child or parent at immediate risk of abuse or a potential safety risk to themselves or others, we must report our concerns to authorities such as An Gardaí or other health or social services.

- We must share information when it is urgently needed to prevent injury or damage to the health of any person or prevent serious loss of or damage to property.
- We must share details if required by law or ordered by a court.
- We must disclose information to other health professionals in a medical emergency.

WHAT SAY DO I HAVE IN WHAT HAPPENS TO MY INFORMATION?

You have a say in what happens to your information. If you decide not to share some of your information or restrict access to your complaint record, this is your right, but it may affect our ability to fully investigate and learn from your complaint. Talk to us if you wish to change or cancel your consent (nationalcglthse.ie), or call 061-483297.

CAN I ACCESS MY INFORMATION?

There are 2 methods of requesting access to records. You can:

- Request records under the Freedom of Information Acts 2014.
- Request records under the Data Protection Acts 1988 & 2003 (fee of €6.35 applies).

PROTECTION REGISTRATION

The HSE is obliged to register with the Data Protection Commissioner. This registration is updated annually and may be viewed at www.dataprotection.ie.

I WANT MORE INFORMATION

For more information about how we use information about complaints, email the National Complaints Governance and Learning Team at nationalcglthse.ie, or call 061-483297.