



**Health
Information
and Quality
Authority**

An tÚdarás Um Fhaisnéis
agus Cáilíocht Sláinte

Service Charter

October 2018

1. Our mission and remit

The Health Information and Quality Authority (HIQA) is the independent statutory authority established to promote safety and quality in the provision of health and personal social services for the benefit of the health and welfare of the public.

HIQA's mission is to work to improve health and social care services for the people in Ireland.

HIQA's mandate to date extends across a wide range of public, private and voluntary sector services. Reporting to the Minister for Health¹ and engaging with the Minister for Children and Youth Affairs, HIQA has responsibility for the following:

- Setting standards for health and social care services — Developing person-centred standards and guidance, based on evidence and best international practice, for health and social care services in Ireland.
- Regulating health and social services — Registering and inspecting residential services for older people, people with a disability and children's special care units.
- Monitoring services — Monitoring the safety and quality of health services and children's social services, and investigating as necessary serious concerns about the health and welfare of people who use these services.
- Health technology assessment — Evaluating the clinical effectiveness and cost-effectiveness of health programmes, policies, medicines, medical equipment, diagnostic and surgical techniques, health promotion and protection activities and providing advice to enable the best use of resources and the best outcome for people who use our health service.
- Health information — Advising on the efficient and secure collection and sharing of health information, setting standards, evaluating information resources and publishing information on the delivery and performance of Ireland's health and social care services.
- National Care Experience Programme — Carrying out national service user experience surveys across a range of health services, in conjunction with the Department of Health and the HSE.

¹ A performance delivery agreement is in development between HIQA and the Department of Health. It is expected that this will be formalised shortly.

Working to improve health and social care services for people in Ireland

OUR VISION



OUR STRATEGIC OBJECTIVES



WHAT WE NEED TO BE SUCCESSFUL



3. Purpose of this Service Charter

HIQA is aware that its work impacts on a wide range of stakeholders, which include members of the public, service providers and relevant Government departments. The purpose of this charter is to set out our commitment to engaging with our stakeholders, in line with the *Principles of Quality Customer Service for Customers and Clients of the Public service* and to improving our work where we can. While all of these principles have informed this charter, particular focus has been given to the following:

- timeliness and courtesy
- information
- complaints and appeals
- consultation and evaluation.

4. Our commitments/service standards

1. We will foster a culture of mutual respect with our stakeholders by engaging in a respectful, responsive and informed way. We will put quality at the centre of all our work.
2. We will provide equal access to all groups and work to remove any barriers that may impact on accessibility.
3. We will provide information in simple, plain English (and Irish where required) and work to increase the availability of, and access to, information in a variety of ways.
4. We will welcome your complaints and comments as a means of improving the way in which we work.
5. We will hold structured, meaningful consultations with stakeholders on the development and delivery of our services and ensure that there is effective evaluation of our work.
6. We will support our staff to deliver a quality service.

Targets for each of these commitments are set out in the Service Charter action plan.

5. Customer responsibilities

HIQA asks its stakeholders to:

- be courteous, polite and respectful to our employees
- provide accurate information to us when requested to do so
- use appropriate channels for requests, complaints and other feedback

- provide feedback on what we have done well and where there is room for improvement.

Please note that our staff have the right to terminate a telephone call if the caller is considered to be acting in an aggressive, offensive, abusive or intimidating manner. The staff member will advise the caller that the call will be terminated should the behaviour continue.

6. Feedback

We welcome all feedback and see it as an opportunity to enhance or amend the services we provide. Feedback includes compliments, suggestions or complaints. The appropriate contacts are provided below and on our website www.hiqa.ie.

Get in touch:

There are a number of ways to contact HIQA:

- For general information and feedback:
Tel: (021) 2409300
Email: info@hiqa.ie
- To make a complaint about HIQA:
Tel: (021) 2409300
complaints@hiqa.ie
- To speak to the Freedom of Information Officer:
Tel: (021) 2409300
foi@hiqa.ie
- For HIQA Provider Portal support:
portalsupport@hiqa.ie
- For media inquiries:
Tel: (01) 8147482
mwhelan@hiqa.ie
- For provider registration:
(021) 2409340
registration@hiqa.ie
- To report a concern:
(021) 2409646
concerns@hiqa.ie

We have two public offices, our headquarters in Cork and our regional office in Dublin located at the addresses below.

Head office
Unit 1301, City Gate,
Mahon, Cork, T12 Y2XT

Regional office
George's Court, George's Lane
Dublin 7, D07 E98Y

For further information please contact:

Health Information and Quality Authority (HIQA)

George's Court

George's Lane

Smithfield

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Web: www.hiqa.ie

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