

## Not happy about the information and care provided? Tell someone.



You may be feeling confused, upset or angry. You may be afraid that if you say anything that it will make the situation worse. You feel so tired that you can't do anything more. You may feel it is your fault. *What can you do?*

### Immediate

**Tell a supportive friend or family member what you feel.** For example, you may be upset that your baby is not feeding well. Are you angry that when you asked for help in the hospital that you were told "later" but no-one came "later" to help? Or confused that each person you ask tells you something different? Can you think what would help fix the issue?

**Tell the person providing the service.** Try to stay calm and say how you feel. For example, "I am confused by that information. It seems different from what the last person said. Can you explain it clearly in a way that I can understand it?"

**Tell the local service management.** This might be a ward manager, a hospital or community services general manager, or the complaints officer. You may talk in person or put your complaint in writing. Both public and private hospitals have a complaints process. State the situation, what you feel and what you would like to happen.

If you aren't getting the immediate help or information you need to breastfeed, you can contact a trained breastfeeding counsellor in a group such as La Leche League or Cuidiu, or a lactation consultant (IBCLC) in private practice.

Other - these will register your comment and may look into it but cannot assist with an immediate need such as who can help you now if your baby isn't feeding.

**Tell the HSE.** You have the right to have your say and be listened to, and the right to complain if you are not happy about the care provided by a HSE service. Contact "Your Service, Your Say" on the HSE website or [yoursay@hse.ie](mailto:yoursay@hse.ie) or LoCall 1890 424 555.

**Tell BFHI.** If the hospital has been awarded full Baby Friendly status and you think it is below the standard of the BFHI criteria, you can send a copy to BFHI of a complaint that you make to the hospital. The complaint will be kept in the file for that hospital and the monitoring visits will pay more attention to that area. BFHI cannot examine a complaint for you. See a list of awarded hospitals and the standard expected at [www.babyfriendly.ie](http://www.babyfriendly.ie)

**Tell the regulator for the profession.** If you think a health professional is incompetent or negligent, make a complaint. For example, if it is a doctor, contact the Medical Council; or a midwife, contact the Nursing and Midwifery Board of Ireland.

**Tell the Ombudsman.** This is an independent organisation who can follow up on how complaints were handled by the HSE or other government services. There is a booklet, leaflet, sample letters and more places to get help. <http://www.healthcomplaints.ie/>

## Happy about the information and the help provided? Tell someone.



- ♥ Praise for a service or person helps it to continue.
- ♥ Be specific about what you liked.
- ♥ Tell the person providing the service or send a card.
- ♥ Tell friends, media and the BFHI.
- ♥ Write to the local manager or national level with your praise as this gets noticed. Good services can close down if managers don't know these services are valued by families.