

Draft HIQA Quality Service Charter

2022 to 2024

The Health Information and Quality Authority (HIQA) is an independent statutory body established 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.

HIQA's Vision: *Safer Services and Better Care for All*

HIQA's mission: *Protecting service users, and working with stakeholders to enhance and enable equity, quality and safety of health and social care services for all people in Ireland.*

HIQA's functions: HIQA has a range of statutory functions which are summarised as follows:

- Setting standards for health and social care services
- The Chief Inspector is responsible for regulating social care services
- Regulating health services (medical exposure to ionising radiation)
- Monitoring the safety and quality of health services and children's social services
- Health technology assessments
- Health information
- The National Care Experience Programme.

HIQA's values:

Promoting and Protecting Human Rights

- We will work to promote human rights as well as identifying, challenging and report on breaches of rights

Putting People First

- We will put the voice and needs of people at the centre of our work and strive to identify, challenge and report on breaches to agreed standards

Being Fair, Objective and Equitable

- We will be fair, objective and consistent in our dealing with people and organisations

Being Open and Accountable

- We will communicate the nature and outcomes of our work in an open and transparent way, accepting full responsibility for our actions

Striving for Excellence

- We will continually innovate and improve the quality of our work through robust research, striving for methodical rigour and using the best available resources and evidence

Promoting Quality

- We will promote quality within our own organisation and across all health and social care services

Working Collaboratively

- We will engage and work collaboratively with all our stakeholders

Our commitment to you

In line with our values, HIQA is committed to providing a quality service to all its stakeholders. In order to achieve this, we will interact with stakeholders in a clear, polite, accessible, professional manner and we will treat people fairly.

How to contact us

Contact by phone:

Our reception phone lines are open Monday to Friday from 9am to 5pm.

We will deal with your query as quickly as possible, but if your query is unusual or raises complex issues, we may arrange a call back at a time convenient for you or we may ask you to write to us. This is so that we can give you the most appropriate answer possible.

Dublin reception: (01) 814 7400

Cork reception: (021) 240 9300

If we are not the appropriate body to deal with your query, we will try to give you the details of any relevant body or organisation that may be better placed to deal with your query.

Contact in writing

The most efficient way to contact us is by email at info@hiqa.ie. All emails to info@hiqa.ie will be acknowledged by an automatic response and directed to the relevant business area for a reply.

- Emails and post will be checked daily during office hours on Monday to Friday, from 9am to 5 pm, excluding public holidays.
- You will be treated with courtesy and respect in all written correspondence.
- A contact name from HIQA will be provided in written responses as a point of contact.

Written correspondence can be sent to the following addresses:

Dublin Postal address: HIQA, George's Court, George's Lane, Smithfield, Dublin 7, D07 E98Y

Cork Postal address: HIQA, Unit 1301, City Gate, Mahon, Cork, T12 Y2XT

How to get involved

▪ Social media

Queries received through social media channels are responded to as soon as possible.

Twitter	Facebook
LinkedIn	Instagram
YouTube	

▪ Newsletter

Subscribe to receive our newsletter by email [here](#).

▪ Consultations

We use public consultations to encourage participation from a wide variety of stakeholders. Through our public consultations, we aim to understand what is important to you and ensure that our work has a real impact on people's lives. Your feedback will help inform our final documents. Get involved at www.hiqa.ie.

Further ways to contact us:

For concerns about care or support in a health or social care service

Please contact us at:

Phone: 021 240 9646

Email: concerns@hiqa.ie

Post information to: Concerns, HIQA, George's Court, George's Lane, Smithfield, Dublin 7, Ireland

For complaints about HIQA:

Please contact us at:

Phone: 021 240 930

Email: complaints@hiqa.ie

Post information to: Complaints, HIQA, George's Court, George's Lane, Smithfield, Dublin 7, Ireland

For Freedom of Information requests:

Please contact us at:

Phone: 021 240 9300

Email: foi@hiqa.ie

Post information to: FOI, HIQA, George's Court, George's Lane, Smithfield, Dublin 7, Ireland

What you can expect from us

▪ HIQA's Code of conduct

As a State body, HIQA is committed to acting in a consistent, ethical and prudent manner which aligns with our statutory responsibilities. Individual behaviour and practice can be a significant factor in the effectiveness of an organisation, its reputation and the level of confidence and trust the public has in it. For this reason, HIQA has a Code of Conduct which can be accessed on our website www.hiqa.ie.

▪ Our regulatory work

As part of our regulatory role, our staff may visit your home or workplace to conduct monitoring or inspection activities. When doing so, our staff will:

1. Act in a professional and courteous manner.
2. Show identification and certificate of appointment as an authorised officer of HIQA.
3. Give clear, helpful information on the purpose of the inspection.
4. Enforce legislation in a targeted, fair, consistent, open and accountable manner.

How you can help us, to help you

- On written correspondence to HIQA, please provide your contact details so we can reply as promptly as possible.
- Be as clear as possible and provide us with as much detail about your enquiry so we can respond appropriately.
- Please treat our staff politely and with respect.
- When you are leaving a message on our phone system, please provide your name and a phone number so we can call you back.