

Public Consultation Feedback Form

The Health Information and Quality Authority (HIQA) is the independent body that promotes safety and quality in the provision of health and social care services in Ireland.

HIQA's roles in regulation, standard setting and providing evidence to inform decision-making, support health and social care services to consistently deliver excellent standards of care and the best possible health and social care outcomes for all.

HIQA is holding a seven-week public consultation to give people an opportunity to provide feedback on its Draft Quality Service Charter and Action Plan 2026-2028.

HIQA's Quality Service Charter outlines our public commitment to our service users regarding the level of service they can expect to receive when dealing with us. The Quality Service Action Plan describes our Quality Charter commitments and how they will be achieved.

Your views are important to us. HIQA will carefully assess all feedback received and incorporate feedback into the report, where appropriate. The finalised Quality Service Charter and Action Plan 2026-2028 will be published on HIQA's website once it is completed.

The closing date for the public consultation is **5pm on Tuesday 6 January 2026**.

Data Protection and Freedom of Information (FOI)

This consultation is being conducted in accordance with data protection law, including the GDPR and Data Protection Act 2018.

No personal information will be included in the stakeholder consultation document that will be published by HIQA.

Any response you provide will be held securely and anonymised. Information provided in your response, for example, an anecdote or statement about an experience, may be included in the statement of outcomes that will be published by HIQA at the end of the process. However, the information will be reported in a manner that protects your privacy. Any personal information you give as part of your submission will be deleted once the document is published.

For further information on how HIQA uses personal information, please see our [Privacy Notice](#). If you have any concerns regarding your personal information, please contact HIQA's Data Protection Officer at dpo@hiqa.ie.

Please note that HIQA is subject to the Freedom of Information (FOI) Act and the statutory Code of Practice in relation to FOI. We cannot give you an assurance that confidentiality can be maintained in all circumstances due to the requirements of the FOI Act.

By submitting your feedback, you are agreeing to participate in this consultation.

Instructions for submitting feedback

- If you are commenting on behalf of a service or organisation, please combine all feedback from your organisation into one submission form and include the details of the service or organisation.
- Please do not paste other tables into the boxes already provided — type directly into the box as the box expands.
- If you are handwriting responses, please feel free to use additional paper.
- Please spell out any abbreviations that you use.
- Please specify the relevant section or data element number to help identify the feature to which the feedback relates.

1. Which of the below best describes you:

Member of the public

HIQA staff member

Health and or social care professional

A person using a health and social care service

Patient representative / advocate

Private provider

Public provider

Other: please specify

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2. Please select for each of the options below how effectively you believe the Quality Service Charter describes how customers can contact HIQA and HIQA's commitment to its customers:

1. About HIQA

Strongly Agree Agree Neutral Disagree Strongly disagree

2. HIQA's contact details

Strongly Agree Agree Neutral Disagree Strongly disagree

3. HIQA's commitment to its customers

Strongly Agree Agree Neutral Disagree Strongly disagree

4. How to provide feedback to HIQA

Strongly Agree Agree Neutral Disagree Strongly disagree

5. Help us to help you

Strongly Agree Agree Neutral Disagree Strongly disagree

3. Please share your feedback on what could be improved in the Charter?

(Please share in the box below.)

4. Do you consider each of the commitments set out in the Quality Service Action Plan to be clear and achievable?

1. Quality Service Standards

Strongly Agree Agree Neutral Disagree Strongly disagree

2. Equality and diversity

Strongly Agree Agree Neutral Disagree Strongly disagree

3. Physical access

Strongly Agree Agree Neutral Disagree Strongly disagree

4. Information

Strongly Agree Agree Neutral Disagree Strongly disagree

5. Timeliness and Courtesy

Strongly Agree Agree Neutral Disagree Strongly disagree

6. Complaints

Strongly Agree Agree Neutral Disagree Strongly disagree

7. Appeals

Strongly Agree Agree Neutral Disagree Strongly disagree

8. Consultation and Evaluation

Strongly Agree Agree Neutral Disagree Strongly disagree

9. Choice

Strongly Agree	Agree	Neutral	Disagree
Strongly disagree			

10. Official languages equality

Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
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11. Better coordination

Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
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12. Internal customer

Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
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5. Please share your feedback on what could be improved in the Action Plan?

(Please share in the box below.)

Thank you for your input.

Please submit this completed form to

qualityandrisk@hiqa.ie

Or via post to:
FAO: Quality and Risk
HIQA
George's Court, George's Lane
Dublin 7, [D07 E98Y](#)