

Helpsheet

If you have concerns that relate to the HSE's HPV vaccination programme, the following information may be useful to you.

➤ Reporting side effects or adverse reactions to the vaccine

You can report a suspected side effect or adverse reaction in a number of ways:

- To your doctor, pharmacist or nurse, who can then notify the Health Product Regulatory Authority (HPRA)
- To the HPRA by completing the Human Medicines Adverse Reaction Report on www.hpra.ie
- By calling the HPRA on 01 676 4971

➤ Complaints about the HSE

If you are unhappy about how your child was treated by the HSE through its actions or inactions, it is open to you to make a complaint through the HSE "Your Service, Your Say" complaint procedure.

- Email: yoursay@hse.ie
- Phone: 1890 424 555
- Website: www.hse.ie/eng/services/feedback/

➤ Complaints about a doctor

In circumstances where you are unhappy about the actions of an individual doctor and you have made a complaint to his/her employer, it may be appropriate for you to bring your concerns to the attention of the Medical Council, the professional regulator for doctors in Ireland.

- Address: Medical Council, Kingram House, Kingram Place, Dublin 2
- Email: complaints@mcirl.ie
- Phone: 01 498 3100
- Website: www.medicalcouncil.ie

➤ Complaints about a nurse

Should you be unhappy about the actions of an individual nurse and you have made a complaint to his/her employer, it may be appropriate for you to bring your concerns to the attention of the Nursing and Midwifery Board of Ireland.

- Address: PPC Division Fitness to Practise Department, Nursing and Midwifery Board of Ireland, 18-20 Carysfort Avenue, Blackrock, Co. Dublin
- Email: complaints@nmbi.ie
- Phone: 01 639 8500
- Website: www.nmbi.ie

➤ Educational supports

Where a child is under the age of 16 and is absent from school for 20 days or more, the local Educational Welfare Officer (EWO) may be able to provide assistance in accessing appropriate educational support. The contact details for the local Educational Welfare Service is available online at www.tusla.ie or by phoning 01 771 8500.