



## WHAT CAN I DO IF I HAVE AN ISSUE ACCESSING MY APPOINTMENTS OR SERVICES AT NOHC?



Contact the department you are due to attend using the telephone number or email on your appointment letter.



Explain your accessibility issue with a staff member who will assist you.

If the staff member cannot resolve the issue they may:



Direct you to the appropriate department that can help you.



Contact the Accessibility Officer for advice or guidance on your behalf if required.



If the staff cannot fully resolve your query or if you are dissatisfied with how it has been managed, you may contact the Accessibility Officer at [Accessibility.Officer@nohc.ie](mailto:Accessibility.Officer@nohc.ie).

Please note that our Accessibility Officer will respond to queries within 72 hours. The email address is not checked daily, and responses to queries submitted on weekends may take longer.