



The **Regulation** and
Quality Improvement
Authority

RQIA COMPLAINTS SURVEY, 2009-10

Date of issue: 25 August 2010

To be returned to RQIA by: 13 September 2010

RQIA COMPLAINTS SURVEY, 2009-10: GUIDANCE FOR COMPLETION

Information required

Please ensure you include the following information when completing your return (you can find this information on your RQIA registration certificate):

- Name of your establishment/agency
- RQIA registration number
- Type of service
- HSC Trust area (not included on registration certificate)

Your completed form must also contain information relating to all complaints received between 1 April 2009 and 31 March 2010:

- Number, source and nature of complaints
- Actions taken in relation to complaints
- Outcomes of complaints investigations

Please note: If you have had no complaints about the service during this period, you must still submit a nil return.

How to make this return

Please complete the survey:

- Online at www.surveymonkey.com/s/JJSXVDT. Place your cursor over the website address, click the right hand button of your mouse and select 'open hyperlink' from the drop-down menu. This will open the webpage where you can complete the form.

Alternatively, you may download the form from RQIA's website at www.rqia.org.uk, and email the completed form to monitoring@rqia.org.uk; or a paper copy can be forwarded to the postal address below:

Paula Morrison
The Regulation and Quality Improvement Authority
9th Floor Riverside Tower,
5 Lanyon Place,
Belfast
BT1 3BT

Completed forms must be returned to RQIA by Monday 13 September 2010

Any telephone queries should be directed to:

- Jill Munce, RQIA Complaints Manager (028) 9051 7469
- Paula Morrison, RQIA Information Analyst (028) 9051 7520