



The **Regulation** and
Quality Improvement
Authority

25 August 2010

Our ref: GH/TN

Dear Manager

RQIA Survey of complaints received by regulated services providers for period 1 April 2009 to 31 March 2010

The Standards and Guidelines for the Handling of Complaints issued by DHSSPS on 1 April 2009, states "all registered establishments and agencies must operate a complaints procedure that meets the requirements of applicable Regulations, relevant Minimum Standards and the HSC complaints procedure." This includes publicising the arrangements for dealing with complaints, ensuring that any complaint made under the complaints procedure is investigated, making sure that the time limits for investigation are adhered to and complainants are advised of the outcomes of the investigation.

RQIA is undertaking a survey of all complaints received by registered providers during the period 1 April 2009 to 31 March 2010. To facilitate this, all registered providers are required to provide RQIA with a summary of all complaints, the action taken and outcomes during this period.

Please read the attached guidance notes and complete one form for each registered service. Completed form(s) for your service(s) should be returned to RQIA no later than Monday 13 September 2010.

Should you have any queries, please do not hesitate to contact Jill Munce, Complaints Manager or Paula Morrison, Information Analyst.

Your cooperation in this important matter is gratefully appreciated.

Yours sincerely

Glenn Houston
Chief Executive