



The **Regulation** and  
**Quality Improvement**  
**Authority**

# HOW CAN I MAKE A COMPLAINT ABOUT RQIA?



## WHO ARE WE?

We are the Regulation and Quality Improvement Authority (RQIA). Our job is to register and inspect a range of services such as nursing homes, independent hospitals and domiciliary care agencies.

We inspect these services and publish inspection reports on our website. We also check the quality of health and social care provided in hospitals, criminal justice facilities and the Northern Ireland Ambulance Service. We do this by inspection, review and audit. All of our reports on these services can be found on our website. If we find that a service needs to improve, we take action to make sure this happens.

## LISTENING TO YOU...

We do our best to make sure everyone who comes into contact with RQIA is happy with our service. Sometimes this won't be the case.

RQIA welcomes comments and suggestions about how we do our job. We use them to improve how we work as an organisation and how all our staff carry out their roles.

This booklet explains what to do if you want to make a complaint about RQIA. It also explains how we will deal with your complaint.



# TYPES OF COMPLAINTS?

RQIA does not have any powers to investigate a complaint you have about a health or social care service or anyone working in these services.



If you want to make a complaint about these services, we have information leaflets that show how to do this. You can find it by clicking on the images below.

HOW CAN I  
RAISE A CONCERN  
ABOUT A  
HEALTH AND  
SOCIAL CARE  
SERVICE?



[www.rqia.org.uk](http://www.rqia.org.uk)





HOW CAN I  
RAISE A CONCERN  
ABOUT AN  
INDEPENDENT  
HEALTH AND  
SOCIAL CARE  
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This booklet is about making a complaint where you think we have:

-  Made a mistake – like giving the wrong information or taking too long to do something
-  Behaved unprofessionally
-  Not followed our own processes
-  Not delivered the service you expect from us

If you are a provider, and wish to complain about any action we have taken, you should follow the process set out on our website here.

 We can't investigate complaints relating to employee relations

 We can't investigate complaints that are subject to legal proceedings.



## IF YOU MAKE A COMPLAINT TO RQIA WE WILL:

- ✓ Listen fairly
- ✓ Try to resolve the issue quickly
- ✓ Be polite and helpful
- ✓ Admit any mistakes and put things right for the future
- ✓ Explain your options if you are not happy with how we have dealt with your complaint

## WHAT HAPPENS WHEN YOU MAKE A COMPLAINT?

We will ask you to put your complaint in writing to us. This makes it easier for us to understand and for you to make sure everything is included.

When we get your complaint we will write back within two working days to let you know we have received it.



## STAGE ONE HAS TWO PARTS:

### EARLY RESOLUTION

We think it is better to resolve complaints quickly. We call this “early resolution”. We will contact you by phone, email or in writing as soon as possible.



### FORMAL RESOLUTION

When we can't resolve the complaint through early resolution, your complaint will progress to the next step. We call this “Formal Resolution”. We will meet with you to talk about your complaint and what you would like to happen. We might need to talk to other people about your complaint.



We will make a report of our investigation and our Chief Executive will write to you. This letter will tell you if we have upheld or partly upheld your complaint and what we are doing to resolve it.

We will apologise for any mistakes we have found. We aim to resolve most complaints within 20 working days.

If you are not happy with what we have done at this stage, you can ask for what we call a “Stage Two Review”. You can ask for a Stage Two Review within 20 working days of RQIA issuing the Stage One letter of findings.



## STAGE TWO REVIEW

If you're not happy at what we have done at the Formal Resolution stage, you can write to the Chair of the RQIA Board to ask for a Stage Two Review. This means that we set up a meeting where at least two members of the RQIA Board and one of our Directors will look at your complaint and how we have handled it.

They will check:

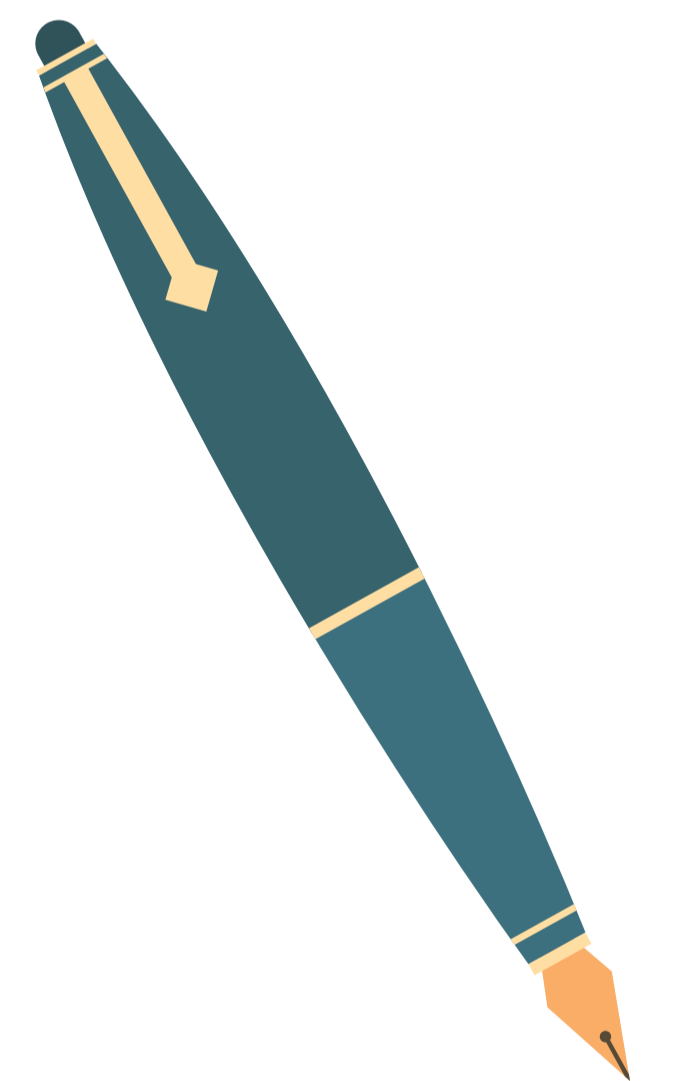


If we followed our complaints process properly



If our findings at Stage One were fair and reasonable.

The Chair of the RQIA Board will write to you within 40 working days of receiving your request for a review. This letter will tell you what they found and any action that will be taken. If you are not happy with the findings after the review, you can contact the Northern Ireland Public Services Ombudsman.



The Ombudsman can investigate complaints about any public organisation. You can find out about the Ombudsman at their website [here](#).

You must write to the Ombudsman within six months of RQIA issuing your Stage Two letter of findings.

## MORE INFORMATION

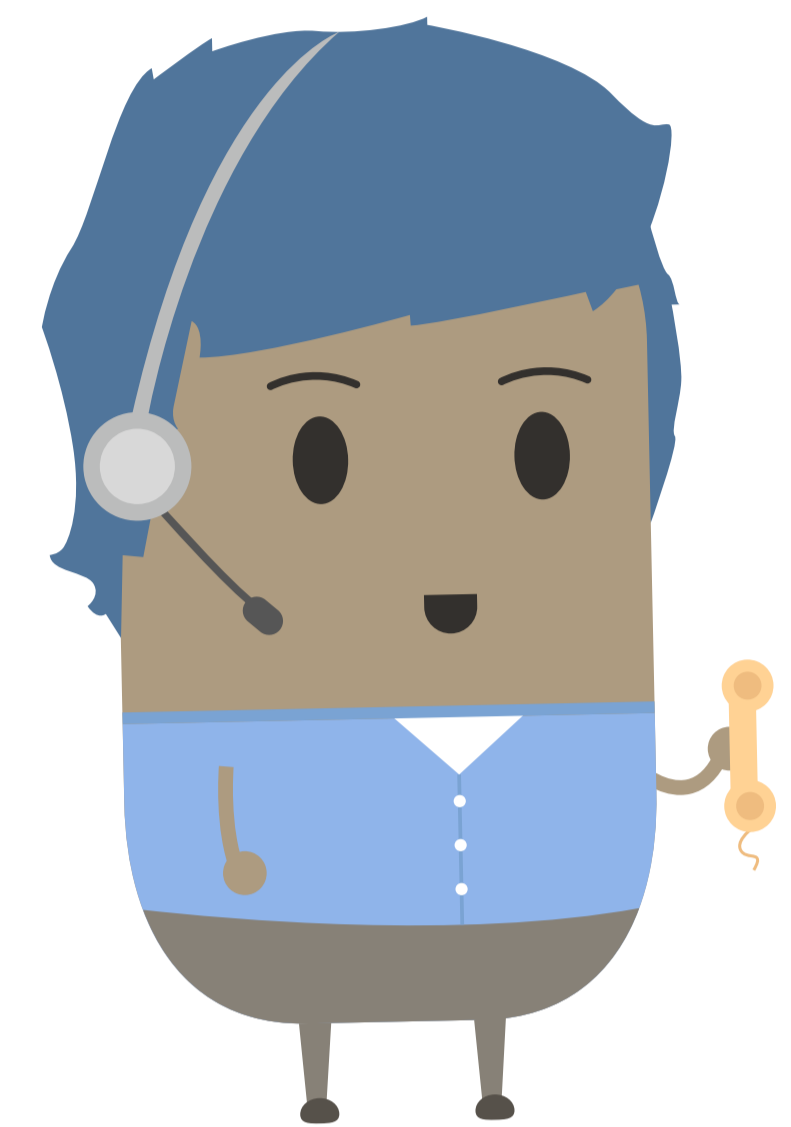
You can find more detailed information about making a complaint about RQIA on our website, here.

You can contact us for more information:

Telephone: (028) 9536 1111

Email: [info@rqia.org.uk](mailto:info@rqia.org.uk)

Web: [www.rqia.org.uk](http://www.rqia.org.uk)



The Patient and Client Council (PCC) can help you with advice and support to make a complaint about RQIA. You can contact the PCC:

Telephone: 0800 917 0222

Email: [complaints.pcc@hscni.net](mailto:complaints.pcc@hscni.net)

For more information, visit PCC's website:  
[www.patientclientcouncil.hscni.net](http://www.patientclientcouncil.hscni.net)

