

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



The **Regulation** and
Quality Improvement
Authority



www.rqia.org.uk

WHAT CAN RQIA DO FOR ME?

While RQIA does not have legal powers to investigate complaints about health and social care services, we take all concerns brought to our attention seriously. If a concern is raised with us about a health and social care service, we will use this information to inform our inspection or review work. If you wish to bring a concern to our attention, please contact RQIA at:

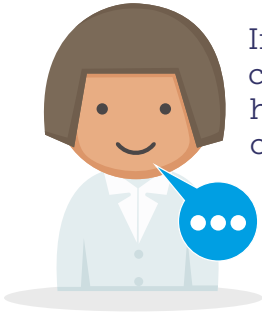


Telephone: (028) 9536 1111

Email: info@rqia.org.uk

For more information, visit RQIA's website: www.rqia.org.uk

HOW CAN I RAISE MY COMPLAINT?



If you have a complaint about a service such as a care home, domiciliary care agency, or independent hospital, in the first instance you should raise your concerns directly with the service provider. Your complaint should be investigated in line with their Complaints Policy and Procedure. Where necessary, you may involve the local health and social care trust, who commission the service. A full list of the types of regulated services RQIA inspects is overleaf.

WHO CAN HELP ME RAISE MY COMPLAINT?

You can get practical help to raise your complaint from the Patient and Client Council (PCC). You can contact the PCC at:

Telephone: 0800 917 0222

Email: info.pcc@hscni.net

For more information, visit PCC's website:

www.patientclientcouncil.hscni.net

WHAT CAN I DO IF I AM NOT SATISFIED WITH THE SERVICE'S RESPONSE?

If you are not happy with the service's response to your complaint, you can contact the Northern Ireland Public Service Ombudsman (NIPSO) at:

Telephone: 0800 343 424

Email: www.nipso.org.uk/nipso

For more information, visit NIPSO's website:

www.nipso.org.uk



CONTACT DETAILS FOR HSC TRUSTS' COMPLAINTS OFFICES

Belfast Trust

Email: complaints@belfasttrust.hscni.net

Northern Trust

Email: user.feedback@northerntrust.hscni.net

South Eastern Trust

Email: complaints@setrust.hscni.net

Southern Trust

Email: complaints@southerntrust.hscni.net

Western Trust

Email: complaints.department@westerntrust.hscni.net



WHO DOES RQIA REGULATE?

RQIA registers and inspects a wide range of health and social care services: These include:

- Nursing, residential care, and children's homes
- Domiciliary care agencies (care in your home), including supported living
- Day care settings/centres
- Nursing agencies
- Independent medical agencies
- Residential family centres
- Adult placement agencies
- Voluntary adoption agencies
- School boarding departments and young adult supported accommodation (inspected only)
- Independent health care, including: independent hospitals, hospices and clinics; private doctors; private dental services*; private fertility treatments; clinics providing certain laser or intense pulsed light (IPL) cosmetic treatments or eye surgery

*If you wish to complain about NHS dental treatment, you may wish to contact:

Health and Social Care Board
12-22 Linenhall Street
Belfast BT2 8BS
T: 028 9536 3893
E: complaints.hscb@hscni.net



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