

HOW CAN I RAISE A CONCERN ABOUT A 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

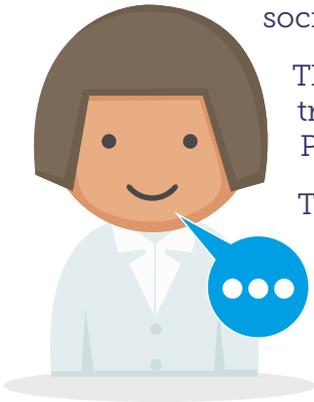
For more information, visit RQIA's website:

www.rqia.org.uk



WHO CAN I RAISE MY COMPLAINT ABOUT A HEALTH AND SOCIAL CARE SERVICE WITH?

If you have a complaint about a health and social care service, such as a hospital or mental health ward, you can raise your concern with the Complaints Manager at your local health and social care (HSC) trust (details listed overleaf).



This should generally be investigated by the trust in line with its Complaints Policy and Procedure.

The trust should acknowledge your complaint within two working days, investigate it and provide you with a response within 20 working days.

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 TRUST'S RESPONSE?

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

Telephone: 0800 343 424

Email: nipso@nipso.org.uk

For more information, visit NIPSO's website:

www.nipso.org.uk/nipso



CONTACT DETAILS FOR HSC TRUSTS' COMPLAINTS OFFICES

Belfast Trust

Telephone: 028 9504 8000

Email: complaints@belfasttrust.hscni.net

Northern Trust

Telephone: 028 9442 4655

Email: user.feedback@northerntrust.hscni.net

South Eastern Trust

Telephone: 028 9056 1427

Email: complaints@setrust.hscni.net

Southern Trust

Telephone: 028 3756 4600

Email: complaints@southerntrust.hscni.net

Western Trust

Telephone: 028 7134 5171

Email: complaints.department@westerntrust.hscni.net

