

Dear Sir/Madam

HSC Complaints Procedure (April 2009)

Following representations by the Patient and Client Council (PCC) and discussion at the DHSSPS Complaints Policy Liaison Group, it was agreed that in all acknowledgements to letters of complaint or written statements of complaint from patients (or their relatives, with appropriate consent), reference should be made to the availability of the PCC in assisting complainants and providing advice and support through the HSC Complaints Procedure. This is applicable to all family practices, HSC Trusts and the Board and effective no later than 1 April 2014.

You will already have a complaints leaflet within which the PCC should be referenced. Therefore as well as enclosing your leaflet with any written acknowledgements to complaints, if not already doing so, you should also now include the line below, or similar type wording: -

“Please find enclosed an information leaflet explaining how your concerns will be handled and contact details for the Patient and Client Council who offer support for complainants, if required.”

For information the Patient and Client Council has local offices in Ballymena, Craigavon, Omagh, with its HQ at 1st Floor Ormeau Baths, Ormeau Avenue, Belfast BT2 8HS – email info.pcc@hscni.net or Freephone 0800 917 0222

Please note that the role of the PCC in complaints investigations is solely as an advocate for the complainant. This is distinctly different to that of the Board’s complaints staff acting as an ‘honest broker’ or intermediary

between complainants and Practices to help achieve resolution of complaints.

Your Practice complaints leaflets should also reference the Board and also the NI Commissioner for Complaints (Ombudsman).

If you have any queries please do not hesitate to contact the Board's Complaints Department on direct line 9055 3752.

Thank you for your cooperation in this matter.

Yours faithfully

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