



COMPLAINTS

How to make a complaint about health and social care

If you have concerns regarding the treatment or care you receive from health and social care services in Northern Ireland, please let us know so we can learn from your experience and improve the quality of services we provide. You may also raise a complaint on behalf of another person once their consent is obtained.

Your complaint is important to us and will be treated in confidence.


Who to complain to?

You can speak to any member of staff involved in your treatment or care about your complaint. Alternatively, all health service organisations will have designated complaints staff that are responsible for dealing with complaints and you can ask to speak to them. See the back of this leaflet for contact details.

If your complaint relates to services received in a hospital or in the community e.g. home care and care homes you should contact the complaints staff in the relevant HSC Trust.


Complaints Contact Details

Belfast HSC Trust

 028 9504 8000

 complaints@belfasttrust.hscni.net

Northern HSC Trust

 028 2563 3715


 user.feedback@northerntrust.hscni.net

South Eastern HSC Trust

 028 9056 1427


 complaints@setrust.hscni.net

Southern HSC Trust

 028 3861 4150

 complaints@southerntrust.hscni.net

Western HSC Trust

 028 7161 1226

 complaints.department@westerntrust.hscni.net


NI Ambulance Service


 028 9040 0999

 complaints@nias.hscni.net

If your complaint relates to services provided by a GP, dentist, pharmacist or optician, you should speak to them directly for guidance on their complaint process. Alternatively, if you do not want to deal with the practice concerned directly you can contact the Health and Social Care Board to help in the resolution of your complaint.


Health and Social Care Board

 028 9536 3893

 complaints.hscb@hscni.net

Patient and Client Council

The Patient and Client Council is an independent organisation that provides help for people who wish to complain about a health and social care service.

FREE  0800 917 0222

 complaints.pcc@hscni.net

More Information

For more information about how to make a complaint regarding health and social care in Northern Ireland, visit www.nidirect.gov.uk or contact the relevant organisation.