

## Support during the complaints process

Our Complaints Department staff can provide you with more information.

6th Floor  
McKinney House  
Musgrave Park Hospital  
Belfast  
BT9 7JB

**tel:** (028) 9504 8000

**fax:** (028) 9090 3018

**email:** [complaints@belfasttrust.hscni.net](mailto:complaints@belfasttrust.hscni.net)

Alternatively, the Patient and Client Council can provide free and confidential advice, information and help throughout the complaints process.

This may include help with writing letters, making telephone calls or supporting you at meetings. You can get more information about the Patient and Client Council at:

**freephone:** 0800 917 0222

**web:** [www.patientclientcouncil.hscni.net](http://www.patientclientcouncil.hscni.net)

Specialist advocacy services may also be available to help you through the complaints process. Our Complaints Department staff or the Patient and Client Council will be able to provide you with further details of this support.

## Standards of Care

The Regulation and Quality Improvement Authority (RQIA) is the independent Health & Social Care regulatory body for Northern Ireland.

In its work RQIA encourages continued improvement in the quality of these services through a programme of inspections and reviews.

RQIA have a duty to assess how Health & Social Care bodies handle complaints in the light of the criteria drawn from the standards and regulations laid down by the Department of Health Social Services and Public Safety.

Further information about services provided by RQIA is available at:

**tel:** (028) 9051 7500

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

## Where can I find out more?

More information on the HSC Complaints Procedure is also available at

**web:** [www.dhsspsni.gov.uk/hsccomplaints.htm](http://www.dhsspsni.gov.uk/hsccomplaints.htm)

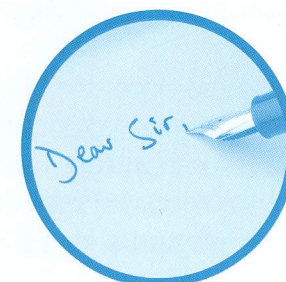
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Belfast Health and  
Social Care Trust

## You have made a Complaint...

### WHAT HAPPENS NEXT?



LISTENING • LEARNING • IMPROVING



## Complaints

We aim to provide high quality services. If our performance is not up to standard or if you are unhappy, we need to know so that we can learn and improve the quality of services we provide. We will take your complaint seriously and treat it in confidence.

Making a complaint does not affect your rights and will not result in the loss of any service you have been assessed as needing.

## Consent and access to records

Anyone who uses any of our services can complain. You can also complain on someone else's behalf, although you will generally need their written consent.

Please note, that to enable us to investigate your complaint, your personal information (eg. relevant health or social care records) may need to be available to the person/s investigating your complaint.

If you have any concerns about this, please contact our Complaints Department staff.

## What will happen next?

Your complaint will be acknowledged within 2 working days of receipt and it will be investigated thoroughly and confidentially.

We aim to respond to your complaint in full within 20 working days, to address your concerns and let you know of any actions taken as a result.

Some complaints take longer to resolve than others. We will tell you if it becomes clear that we cannot respond within the timescales and we will explain why.

## What do you do if you are not happy with our response?

If you are not happy with our response to your complaint, you can contact us again. We will discuss the options available which may help in resolving any outstanding issues, and can explain how you can take your complaint further.

We will do our best to resolve your concerns.

## What if you are still not happy?

If you still remain unhappy, you can refer your complaint to the Northern Ireland Commissioner for Complaints (the Ombudsman).

The Ombudsman will consider your complaint to determine whether it needs investigation by him.

Further information on the services provided by the Ombudsman is available by contacting:

The Ombudsman  
Freepost BEL 1478  
Belfast  
BT1 6BR

**freephone:** 0800 34 34 24

**email:** [ombudsman@ni-ombudsman.org.uk](mailto:ombudsman@ni-ombudsman.org.uk)

**web:** [www.ni-ombudsman.org.uk](http://www.ni-ombudsman.org.uk)