

We welcome your views whether it be a complaint, suggestion or a compliment.



Our Commitment

If you are in any way unhappy with the service you have received from us we would like to hear from you immediately. The Patient and Client Council will use your feedback constructively to improve our services.

Suggestions and Compliments

These can be shared with those working directly with you. Alternatively, you may wish to pass your feedback to our Business and Governance Manager - contact details can be found below.

How to complain

Tell the person you are dealing with that you're not satisfied so that, if possible, the problem can be sorted out straight away. If you can't agree – or find it hard to approach the person – you can contact our Business and Governance Manager, Fionnuala Murphy

- Freephone: 0800 917 0222 or
- Email: Fionnuala.Murphy@pcc-ni.net or
- Post:

Business and Governance Manager

Patient and Client Council

5th Floor, 14-16 Great Victoria Street

Belfast

BT2 7BA

What will happen if I complain?

1. The Patient and Client Council will acknowledge receipt of your complaint, in writing, within 3 working days
2. We will investigate your complaint thoroughly
3. We will treat your complaint confidentially
4. We will respond fully to your complaint, in writing, within 20 working days

If there is any delay we will let you know the reason for this and when you may expect to receive a detailed reply. At any stage a meeting can be arranged to discuss your complaint, when you may be accompanied by a friend or a relative.

If you are still dissatisfied

We are committed to doing our best to resolve any complaint you may have. If having received our reply you are still dissatisfied; our Head of Operations will explain how to take it further.

You can ask the Commissioner for Complaints (the Ombudsman) to investigate your case at any stage of the process. However, he will not usually take on a case unless we have tried to resolve it in the first instance. The Ombudsman's postal address is:

The Ombudsman Office

Freepost

Belfast

BT1 6BR

Tel: 028 9023 3821 or Freephone: 0800 34 34 24