

WHAT TO DO IF YOU'RE STILL NOT HAPPY?

If you are not happy with our response to your complaint, you can contact us again and we will do our best to resolve your concerns.

If you 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 warrants 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
www.ni-ombudsman.org.uk

COMPLAINTS ABOUT REGULATED ESTABLISHMENTS, EG. NURSING OR RESIDENTIAL HOMES.

If your complaint relates to a placement we have made in an establishment such as a nursing or residential home, you can complain to the provider of care or, if you prefer, you can raise your concerns with us.

If you are not happy with the response you receive, you can refer your complaint to the Ombudsman.

The Regulation and Quality Improvement Authority will monitor how complaints about regulated services are handled.

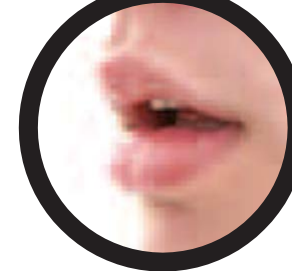
WHERE CAN I FIND OUT MORE?

More information on the complaints procedure is also available at www.dhsspsni.gov.uk/hsccomplaints.htm

IF YOU HAVE A COMPLAINT

ABOUT OUR SERVICES, WE WANT TO HEAR FROM YOU!

TALK TO US



PHONE US



EMAIL US



WRITE TO US



 **Belfast Health and Social Care Trust**

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COMPLAINTS PROCEDURE

We aim to provide high quality services. However, if you have a complaint about any of our services, tell us about it. 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.

WHO CAN COMPLAIN?

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

HOW TO COMPLAIN?

You can make your complaint in the way that best suits you. This can be face to face, on the telephone, in a letter or by email. You should try to provide us with details of:

- how to contact you;
- who or what you are complaining about;
- where and when the event that caused your complaint happened; and
- where possible, what action you would like us to take.

You should try to complain as soon as possible, usually within six months of you becoming aware that you have a cause for complaint and normally no longer than 12 months after the event.

If you are unhappy with something, you can speak to any of the staff who are dealing with your treatment or care and they will try to resolve your concerns straight away. If they can't, they will tell you what to do next.

We also have a Complaints Department who can help you. You can contact them at:

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

Tel: 028 9504 8000
Fax: 028 9090 3018
Email: complaints@belfasttrust.hscni.net

HELP WITH MAKING A COMPLAINT

Our Complaints Manager can provide you with more information on how to make a complaint.

Alternatively, the Patient and Client Council can provide free and confidential advice, information and help to make a complaint. This might include help with writing letters, making telephone calls, and supporting you at any meetings you might need to attend. You can get more information on the services provided by the Patient and Client Council at www.patientclientcouncil.hscni.net or by phoning freephone **0800 917 0222**.

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

WHAT WILL HAPPEN NEXT?

Your complaint will be acknowledged within 2 working days of receipt. We will aim to respond to your complaint in full within 20 working days. Some complaints take longer to resolve than others. We will tell you if it becomes clear that we can't respond within these timescales, and we will explain why.