

08 April 2026

Complaints Procedure

I wish to request a copy of the latest complaints procedure.

Please see attached Complaints Procedure. The Complaints Procedure is stamped with the message “This Policy is replaced as of January 1st 2026 with the NIPSO Health and Social Care Model Complaints Handling Procedure – Belfast Trust guidance is under development and will be uploaded to the Loop when Available”

The Model Complaints Handling Procedure is a public document published by the Northern Ireland Public Services Ombudsman. Please also find attached.

The Trust is in the process of adopting this document as written as the Complaints Policy for the Belfast HSC Trust while Belfast Trust guidance is under development.