

21 July 2023

## **Complaints Received by Belfast Trust 2019 to 2022 still Under Investigation**

**1. How many complaints were received by Belfast Trust in 2019 and how many of these remain open and still under investigation at June 2023?**

1735 formal consented complaints were received by Belfast Trust in 2019, of which 9 remained open and under investigation at June 2023 (NB: 3 of these open cases had a formal written response issued and were closed by the Trust. However, these were subsequently re-opened at the request of the complainant for further investigation / response. A further 5 of the open cases are currently open due to ongoing consideration / assessment / investigation by the Northern Ireland Public Services Ombudsman).

**2. How many complaints were received in 2020 and how many of these remain open and still under investigation at June 2023?**

1177 formal consented complaints were received by Belfast Trust in 2020, of which 13 remained open and under investigation at June 2023 (NB: 6 of these open cases had a formal written response issued and were closed by the Trust. However, these were subsequently re-opened at the request of the complainant for further investigation / response. The remaining 7 of the open cases are currently open due to ongoing consideration / assessment / investigation by the Northern Ireland Public Services Ombudsman).

**3. How many complaints were received in 2021 and how many of these remain open and still under investigation at June 2023?**

1425 formal consented complaints were received by Belfast Trust in 2021, of which 37 remained open and under investigation at June 2023 (NB: 18 of these open cases had a formal written response issued and were closed by the Trust. However, these were subsequently re-opened at the request of the complainant for further investigation / response. A further 9 of the open cases are currently open due to ongoing consideration / assessment / investigation by the Northern Ireland Public Services Ombudsman).

**4. How many complaints were received in 2022 and how many of these remain open and still under investigation at June 2023?**

1619 formal consented complaints were received by Belfast Trust in 2022, of which 128 remained open and under investigation at June 2023 (NB: 40 of these open cases had a formal written response issued and were closed by the Trust. However, these were subsequently re-opened at the request of the complainant for further investigation / response. A further 10 of the open cases are currently open due to ongoing consideration / assessment / investigation by the Northern Ireland Public Services Ombudsman).

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**5. Is there a time limit by which the Belfast Trust must close a complaint?**

The Department of Health has set a target timescale of 20 working days for HSC Trust responses to complaints. It is acknowledged, however, that there are complaints that can take longer to resolve for a variety of reasons and, where the 20 working day response time is not possible to achieve, Trusts are required to maintain contact with the complainant until the complaint is resolved.

There is no absolute time limit defined by which Trusts must close a complaint.