



How to make a complaint

Our commitment

The Public Health Agency (PHA) was established to protect and improve the health and social wellbeing of the people of Northern Ireland and to reduce health inequalities through strong partnerships with individuals, communities and key public, private and voluntary organisations. In most instances we succeed, but sometimes things can go wrong.

If you have a complaint about the work of the Public Health Agency please contact the PHA's Complaints Officer for advice and assistance. You can make your complaint in the way that best suits you. You may do this by;

- E-mailing – complaints.pha@hscni.net
- Telephoning - 028 95 363429
- Calling in Person
- Letter

The Public Health Agency Complaints Officer is based at;

Complaints Office
C/o Executive Director of Nursing
Level 4
Public Health Agency
12-22 Linenhall Street
Belfast
BT2 8BS

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 cause for complaint and normally no longer than 12 months after the event.





Our complaints officer 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.

The Council can be contacted by:

Freephone: 0800 917 0222

E-mail: complaints.pcc@hscni.net

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

What happens next?

Your complaint will normally be:

- Acknowledged within two working days
- Investigated thoroughly
- Treated confidentially
- Responded to fully, within 20 working days

If there is to be 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 relative, friend or someone from the Patient and Client Council.

What to do if you are still not happy?

If you are not happy with our response, 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 Public Services 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 NI Public Service Ombudsman
33 Wellington Place
Belfast
BT1 6HN

Freephone: 0800 343 424

Text phone: 028 90 897789

Email: nipso@nipso.org.uk

Accessibility

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