



Patient and Client Council  
5<sup>th</sup> Floor, 14-16 Great Victoria Street  
Belfast  
BT2 7BA

**13<sup>th</sup> February 2025**

**By Email**

[REDACTED]

**Ref: FOI 2424**

Dear [REDACTED]

I am writing to you in response to your Freedom of Information request received by the Patient and Client Council (PCC) on 3<sup>rd</sup> January 2025 in which you requested the information below.

**Under the FOI Act, please can you tell me whether PCC has ever been made aware of a complaint against a medical practitioner, practice, trust or other body, on the grounds of 'conversion therapy' or 'conversion practice'?**

Firstly, please accept my apologies for the delay in providing a response.

Please find the response below.

I can advise that our systems have been checked and PCC have no record of any cases or contacts relating to complaints for either conversion therapy or conversion practice.

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter, as the PCC, along with all other public authorities are not obliged to accept internal review requests after this period has lapsed.

In the event that you require a review to be undertaken, you can do so by writing to The Business Services Organisation (BSO), which provides an Information Governance service on our behalf:

Post: Information Governance Manager,  
2 Franklin Street,  
Belfast,  
BT2 8DQ

Email: [foi.bso@hscni.net](mailto:foi.bso@hscni.net)

If, following an internal review, carried out by an independent decision-making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint to the Information Commissioner's Office and ask that they investigate whether the PCC has complied with the terms of the Freedom of Information Act

You can contact Information Commissioner at:

The Information Commissioner's Office – Northern Ireland  
10th Floor  
Causeway Tower  
9 James Street South  
Belfast  
BT2 8DN

Telephone: 0303 123 1114

Email: [ni@ico.org.uk](mailto:ni@ico.org.uk)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,

A handwritten signature in dark ink, appearing to read 'Fiona McAuley', is written over a faint, rectangular grey stamp.

Business and Governance Manager  
Patient and Client Council