

SUMMARY COMPLAINTS PROCESS

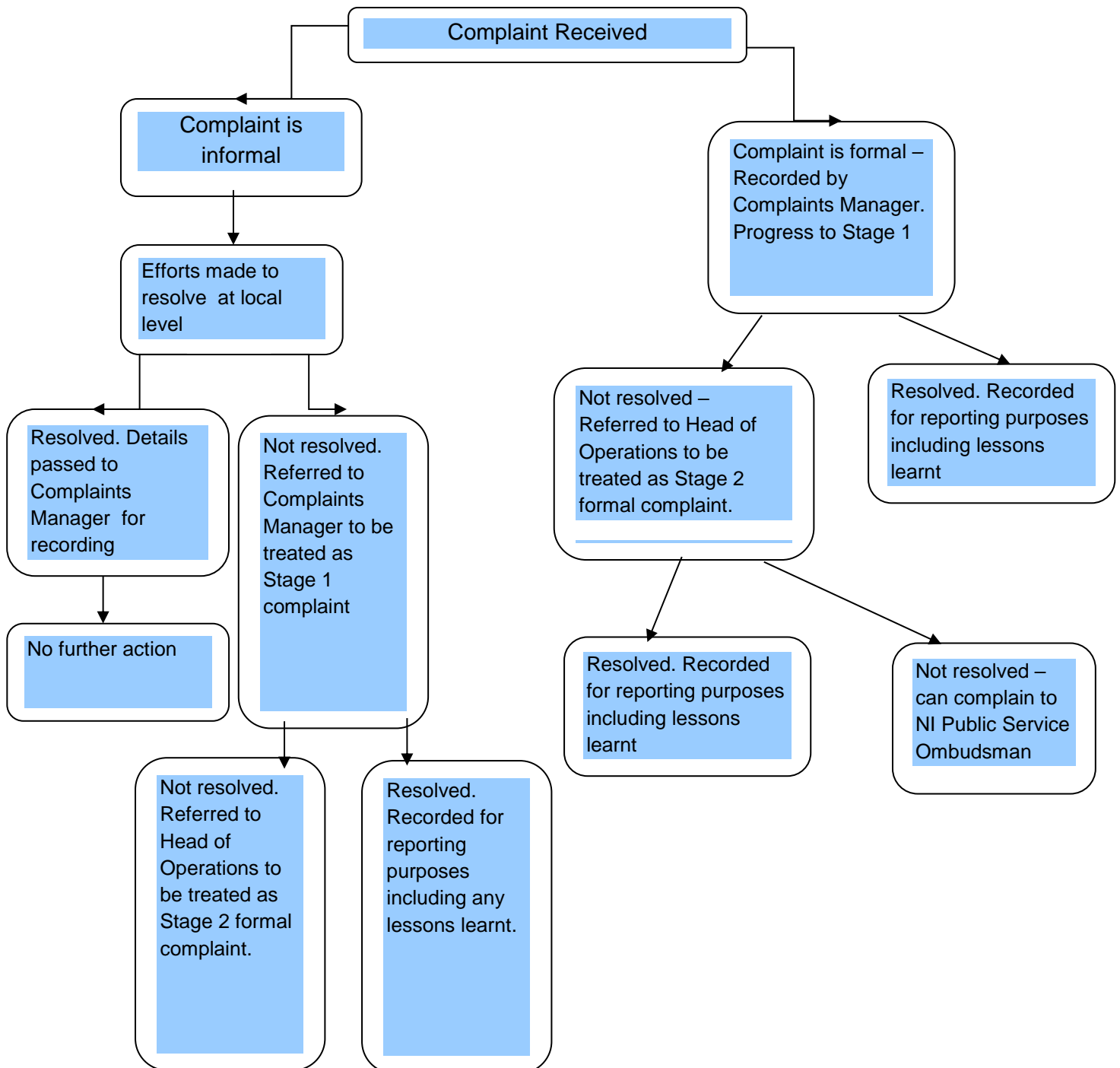
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PATIENT CLIENT COUNCIL

COMPLAINTS POLICY

OVERVIEW



Summary Complaints Process

Introduction

The PCC strives at all times to deliver high quality services in all aspects of its business and works to identify how improvements can be made on an on-going basis. The organisation recognises that sometimes things can go wrong and when this happens it is in everyone's best interest to resolve concerns and complaints at the earliest possible stage. This Complaints Policy is therefore designed to encourage early and local resolution of complaints at the front line but also puts in place a system to investigate and resolve complaints where local resolution has not worked, for whatever reason. Full Complaints Policy [available here](#). A summary of the procedure for complaints is noted below.

Summary Process

1 Informal

The best way to resolve most complaints, feedback or concerns is informally and directly with the member of staff in the PCC who is providing the service. Most often these complaints/feedback take the form of phone calls, face to face contact or email. If the informal complaint is about the behaviour of a member of staff, a line manager or more senior manager may deal with the individual directly.

2 Formal – Stage One

There may be times when an individual is not satisfied with how their concerns or feedback were managed under the informal complaints procedure (above) or it may be that they wish to elevate their concern directly under the formal complaints procedure.

Complaints in the PCC are received in the first instance by the Complaints Manager who will ensure that the complaint is acknowledged within three working days. This will include contacting the individual before formal investigation takes place.

The Complaints Manager will investigate the complaint and aim to respond to the complainant within 20 working days. A number of complaints can be responded to sooner than this and the PCC will try to resolve formal complaints as quickly as possible.

3 Formal – Stage Two

Should the individual remain unsatisfied with the response they receive from the Complaints Manager under Stage one (above) they have a right of review by the Head of Operations and will be informed of this in the reply to the complaint.

The review will be acknowledged within three working days and again the Head of Operations will seek to reply to the individual within 20 working days, or sooner where possible.

4 Refer to NIPSO

Should the complainant remain dissatisfied following the review by the Head of Operations they will be advised in the response that they may raise the complaint with the Northern Ireland Public Services Ombudsman. There are three ways in which a person may raise a complaint with the Ombudsman: by completing an online complaint form; downloading and returning a complaint form; or by contacting their office by phone, email or in writing. Contact details below.

5 Useful Contacts

Patient and Client Council

Fionnuala Murphy, Complaints Manager

Tel 02895 362548

Email Fionnuala.murphy@pcc-ni.net

Úna McKernan, Head of Operations

Tel 02895 362756

Email una.mckernan@pcc-ni.net

Northern Ireland Public Services Ombudsman

Freephone: 0800 34 34 24

Email : nipso@nipso.org.uk