



HOW TO MAKE A COMPLAINT ABOUT THE NORTHERN HEALTH AND SOCIAL SERVICES COUNCIL

OUR COMMITMENT

We aim to provide a quality service to all our customers. In most instances we succeed, but sometimes things can go wrong. If you are in any way unhappy with the service you have received from us we would like to hear from you immediately.

This leaflet tells you what steps to take to make a complaint.

YOU CAN COMPLAIN IF YOU ARE

- ◆ Dissatisfied with any service provided by the Northern Health and Social Services Council.

HOW TO COMPLAIN

Tell the person you are dealing with that you're not satisfied so that if possible the problem can be sorted out straight away. If you can't agree - or find it hard to approach the person - ask to speak to the Chief Officer.

If you can still not agree - or find it hard to approach the Chief Officer - contact the Council Chairman. (The Chairman can be contacted at the Council office).

You can contact the Chief Officer by:

- ◆ calling in person

- ◆ telephoning
- ◆ writing
- ◆ faxing
- ◆ e-mailing

The contact details are:

The Chief Officer
Northern Health and Social Services Council
Houston's Mill Site
10A Buckna Road
Broughshane
Ballymena
BT42 4NJ

WHAT HAPPENS THEN?

Your complaint will be:

- ◆ Acknowledged within 2 days
- ◆ Investigated thoroughly
- ◆ Treated confidentially
- ◆ Responded to fully, in writing, within 20 days

If there is 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 or friend.

IF YOU are STILL DISSATISFIED

We are committed to doing our best to resolve any complaint you may have. If having received our reply you are still dissatisfied, the Chief Officer will explain how to take it further.

You can also get in touch with the Department of Health, Social Services and Public Safety to request an 'Independent Review'. If a review will help, your complaint will be looked at again by an independent panel which will be composed of three independent people not associated with the Council.

If you wish to request an Independent Review contact:

Mr Bryan Davis

*Director of Planning and Performance Management
DHSSPS
Room D4.17
Castle Buildings
Stormont
Belfast BT4 3SQ
Tel: 028 9052 2795
E-mail: Bryan.Davis@dhsspsni.gov.uk*

WHAT IF YOU'RE STILL UNHAPPY?

You can ask the Commissioner for Complaints (the Ombudsman) to investigate your case. However, although you have the right to approach the Ombudsman at any time, he will not usually take on a case which has not first been through the complaints procedure.

*By writing to:
The Ombudsman
Freepost
Belfast
BT1 6BR*

*Or by calling between 9.30am and 4pm, at:
The Ombudsman's Office
33 Wellington Place
Belfast
BT1 6HN*

*Tel: 028 9023 3821 or use the freephone number 0800 343424
Fax: 028 9023 4912
E-mail: ombudsman@ni-ombudsman.org.uk
Website: www.ni-ombudsman.org.uk*

This leaflet is also available in large print or

audio tape from our office.

You have a right to be treated politely and with respect for your privacy and dignity.