

Health and Social Services Councils



Northern Health and Social Services Council
8 Broadway Avenue
Ballymena BT43 7AA
Phone: 028 2565 5777
Fax: 028 2565 5112
Minicom: 028 2565 5777



Eastern Health and Social Services Council
19 Bedford Street
Belfast BT2 7EJ
Phone: 029 9032 1230
Fax: 028 9032 1750
Minicom: 028 9032 1285



Western Health and Social Services Council
Hilltop
Tyrone and Fermanagh Hospital
Omagh BT79 0NS
Phone: 028 8225 2555
Fax: 028 8225 2544

Southern Health and Social Services Council
Quaker Buildings
High Street
Lurgan BT66 8BB
Phone: 028 3834 9900
Fax: 028 3834 9858
Minicom: 028 3834 6488



*Your guide to:
helping you to
make a Complaint*



Health and Social Services Councils for Northern Ireland

What are Health and Social Services Councils?

Health and Social Services Councils are independent bodies who seek to represent the views of the public in all areas of health and social services. We provide information about health and social services to members of the public. We can also assist you to make a complaint.

Our Role in Complaints

We do not investigate complaints but will give you accurate and impartial advice on the options open to you. As the owner of the complaint you are responsible for taking the complaint forward. However, we can;

- advise you on how to make a complaint
- advise you who to complain to
- help you with making your complaint.

In some cases Council staff will draft letters for you and accompany you to meetings.

Do Council staff give medical or legal advice?

No. However, if you need medical or legal advice or other information we can advise you how to get it.

Confidentiality

Any information you provide will be treated confidentially. All the records about your complaint or enquiry are stored securely.

Access to your file

You can see the contents of your file held at the Council or have a copy of anything in it on request. Please ask the person assisting you with your complaint.

Equal Opportunities Statement

Facilities will be provided for people with physical disabilities, hearing difficulties and visual impairments. A sign language interpreter or translator will be arranged, if required. Please tell us what your needs are.

When carrying out our duties we will promote equal opportunities to all regardless of age, sex, ability or disability, religious belief, political opinion, racial group, marital status, sexuality, or any other personal or social circumstance.

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