



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



OUR COMMITMENT

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

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 Southern 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 if for any reason you prefer not to approach that person - ask to speak to the Chief Officer.

If you still can't agree - or if for any reason you prefer not to approach the Chief Officer - contact the Council Chairman. (Information on how to contact the Chairman is available from the Council office).

You can contact the Chief Officer by;

- * calling in person
- * telephoning
- * writing
- * sending an e-mail message.

- * The contact details are:

Delia van der Lenden
Chief Officer
Southern Health & Social Services Council
Quaker Buildings
High Street
LURGAN BT66 8BB

Tel: (028)3834 9900 Fax: (028) 3834 9858
Minicom: (028) 3834 6488
dvanderlenden@shssc.n-i.nhs.uk

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 can expect to receive a detailed reply

A meeting can be arranged to discuss your complaint at any stage and you may be accompanied by a relative or friend.

IF YOU ARE STILL DISSATISFIED

We are committed to doing our best to resolve complaints. If having received our reply you are still dissatisfied, the Chief Officer or Chairman will explain how to take it further.

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

If you wish to request an Independent Review contact:

Mr David Galloway

Acting Director of Planning and Performance Management
Department of Health and Social Services and Public Safety
Room D4.17, Castle Buildings
Stormont
BELFAST BT4 3SJ

Tel: (028) 9052 2795

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

WHAT IF YOU'RE STILL UNHAPPY?

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

The Ombudsman's address is:

*The NI Commissioner for Complaints
Progressive House
33 Wellington Place
BELFAST
BT1 6HN*

Telephone: (028) 9023 3821

This leaflet is also available in large print or audio tape from our office.



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