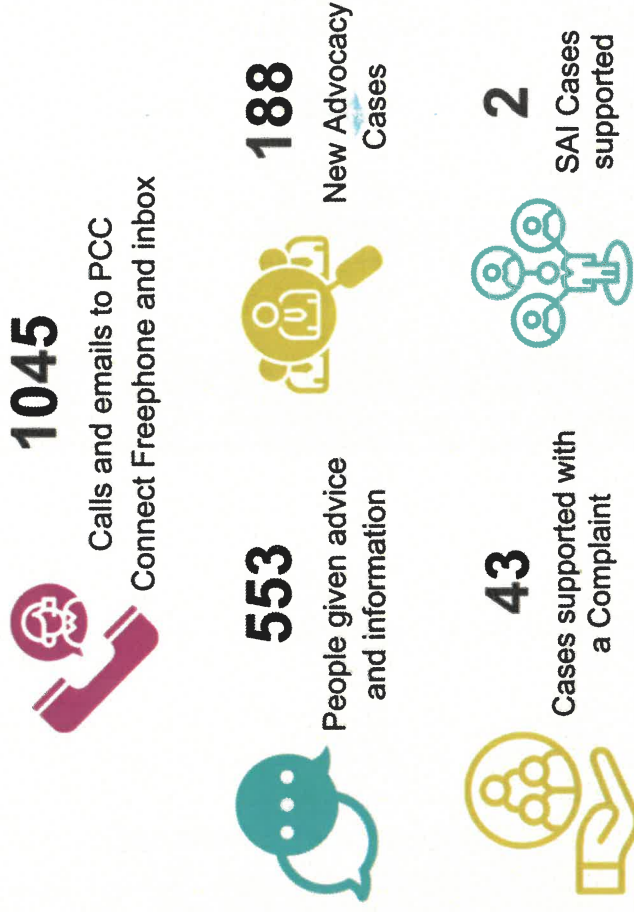


Impact Card Jan - Mar 2026

PCC Support is our advocacy and support model which focuses on relationship building and a partnership approach, putting the voice of the person at the centre of our work. We use advocacy and mediation skills to work with members of the public and the HSC to resolve issues of concern and complaints.

The top areas of concern for PCC Support in Quarter 4 were:



Where possible, the PCC seeks to find a resolution for clients in addressing issues and complaints through partnership, mediation and a relationship-based approach.

In Quarter 4 we recorded a 58% Resolution Rate



You told us...

They listened attentively to my concerns, provided information and guidance and provided a very helpful summary of our discussion in a follow up email