

Your Right to Complain

Information for Children and Young People

(Representation & Complaints Procedure: The Children (NI) Order 1995)

If you are not happy? (Problem Solving Stage)

You can complain if you are unhappy about, the way you are being cared for or the service you get from social services.

Often problems can be sorted out by talking to your social worker, foster carer, key worker, independent representative or someone else you feel comfortable speaking to.

If you do not feel able to talk to any of these people or if you are not happy with how it is being handled, you can make a complaint to the Complaints Manager:

FREEPOST RSUT-BHYZ-GBHY
Complaints Manager
South Eastern H&SC Trust
Lough House
Ards Hospital
Church Street
Newtownards
BT23 4AS

Telephone: (028) 9056 1427
Fax: (028) 9056 4815
Email: complaints@setrust.hscni.net

The Complaints Manager will write to you within two days from receiving your letter and will ask a senior member of social services staff to contact you about your complaint and meet with you to talk about it.

What Happens Next? (Stage 1)

After you meet, if you are still not happy, you should tell the Complaints Manager – you can write, email or phone. We will write to you within 2 days to tell you we have received your complaint. A manager from the Trust, who has not been involved in your care, and an Independent Person, who is not employed by us, will look into your complaint.

If necessary, we will arrange a meeting at a time and place which is suitable for you to talk about your complaint.

We will then contact you within 28 days of receiving your complaint to let you know the outcome.

If you are still unhappy (Stage 2)

If you are still not happy, you can ask for a review, but you must do this within 28 days.

A review Panel, made up of two senior managers from the Trust and an Independent Person, will look at your complaint. These people will not have been involved when your complaint was first investigated. We will then contact you again to let you know the outcome.

What if you are still not happy?

You can ask the Northern Ireland Public Services Ombudsman (the Ombudsman) to investigate your case.

However, although you can contact the Ombudsman at any time, he will not usually take on a case, which has not been through the Complaints Procedure in the Trust.

Contact details for the Ombudsman:

The Northern Ireland Public Services Ombudsman
Freepost NIPSO
Belfast

Freephone: 0800 34 34 24
Text phone: (028) 9089 7789
Email: nipso@nipso.org.uk
Website: www.nipso.org.uk

Useful contacts

If you need help during the investigation of your complaint, or want someone to speak for you, you can call VOYPIC or PCC – they are there to help you and are not connected to social services or the Trust. They can be contacted at:

Voice of Young People in Care (VOYPIC)

Telephone: (028) 9024 4888

Email: info@voypic.org

Website: www.voypic.org

OR

Patient Client Council (PCC)

Freephone: 0800 917 0222

Email: info.pcc@pcc-ni.net

Website: www.patientclientcouncil.hscni.net

Other useful details

The Regulation and Quality Improvement Authority (RQIA) is the independent Health and Social Care regulatory body for Northern Ireland.

Further information about services provided by RQIA is available at:

Telephone: (028) 9051 7500

Website: www.rqia.org.uk

This leaflet can be made available in other languages and formats. Should you require a copy in another format please contact the Trust Complaints Office at the address given above.