

FPS eLearning on HSC Complaints

This is a reminder of the Family Practitioner Services eLearning on Health and Social Care Complaints key points.

- The HSC Complaints Procedure is a single tier process, i.e. local resolution at Family Practitioner Service (FPS) level and then straight to Ombudsman.
- Enhanced local resolution – a strengthened, more robust local resolution stage.
- Independent Review stage which was carried out by former Health and Social Services (HSS) Boards has been removed.
- New standards for complaints handling have been introduced.
- Unacceptable Actions Policy – it may become necessary to determine whether the person making the complaint is unreasonable, demanding or a persistent complainant.
- The NI Commissioner for Complaints (Ombudsman) is charged with the investigation of complaints about government and public bodies.

Key Steps to good complaints handling:

1. Learn to listen – hear the complaint right through.
2. Your first response must be words of sympathy.
3. Don't justify or apportion blame.
4. Collect all the facts you need to know by asking suitable questions.
5. Agree a course of action with the complainant.
6. Ensure it is carried out – follow the agreed course of action all the way through to completion.

Links

- http://www.hscboard.hscni.net/fps_elearning
- <https://www.health-ni.gov.uk/topics/safety-and-quality-standards/health-and-social-carecomplaints>

For further information on the complaints process contact:

Complaints Department
Health and Social Care Board
12-22 Linenhall Street
Belfast
BT2 8BS
Tel: 028 9536 3893
Email: complaints.hscb@hscni.net
