



Making a complaint about health and social care services

Headway’s publications are all available to freely download from the [information library](#) on the charity’s website, while individuals and families can request hard copies of the booklets via the [helpline](#).

Please help us to continue to provide free information to people affected by brain injury by making a donation at www.headway.org.uk/donate. Thank you.

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Introduction

When you are unhappy with health or social care providers it is important to make your opinions heard. You should never feel that you have to suffer in silence and it is important to raise concerns, both for the benefit of yourself and other future users of the service. Often a simple discussion with the relevant people will be enough to resolve matters. However, for serious difficulties you may have to take the issues to higher authorities.

There can be many contentious care and treatment issues for brain injury survivors and this is not always the fault of staff members. Sadly, some issues go beyond the normal, everyday concerns and there are occasions when standards are allowed to drop. Procedures are in place throughout the UK, Channel Islands and Isle of Man to deal with complaints and this factsheet provides a comprehensive guide. The information should also help you get the support you need to communicate with staff and resolve most issues.

At the time of publication (November 2013) a recent review has highlighted a number of concerns about the handling of NHS complaints in England. The review has made several recommendations for improving the situation and it is hoped that these will be implemented as soon as possible. Headway would very much like to hear your

Helpline: 0808 800 2244
Email: helpline@headway.org.uk
Website: www.headway.org.uk



experiences of pursuing a complaint, be they good or bad, so that we can monitor the current situation. Please contact the helpline on 0808 800 2244 or helpline@headway.org.uk.

Know your rights

It is important to know your rights as a public service user. The following documents have been published for NHS service users and staff in England and Scotland:

- **The NHS Constitution** – Explains what staff, patients and the public can expect from the NHS in England, including details of complaints processes. Find out more and download the document at www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx.
- **The Charter of Patient Rights and Responsibilities** – Summarises the rights and responsibilities of everyone who uses the NHS in Scotland. For more information and to download the full document visit www.hris.org.uk/patient-information/information-about-health-rights/charter/the-charter/introduction/.

You can find information about other areas of the UK from the organisations listed at the end of this factsheet.

Issues to consider before proceeding

It is important to know what you want the outcome of your complaint to be. Would you be content with an apology or do you want formal action taken against a staff member? Do you want a fundamental change to policies and procedures? You need to be clear from the outset on the action you want to be taken.

Make sure you keep records of any relevant evidence. This includes notes of dates and times of incidents; formal letters or emails and details of conversations. You may need to present some of this to strengthen your case. It may also be useful for keeping events in your mind, as a complaint can take a while to be resolved.

Try to be as clear and concise as possible with your complaint and keep to the main issue/issues. Also, remember to keep dated copies of all official letters or emails you send and receive during the process.



Step one: local resolution

To resolve any issue with either NHS or local authority social services you should first go to the organisation concerned. Try talking to the individual or individuals you have concerns with or to their line manager. Matters can often be resolved quickly and satisfactorily by this method. You can also ask to talk to the director responsible for the area of concern. If the issue is of patient safety then you could ask to speak to the lead for patient safety and risk. All hospitals should have an individual responsible for this.

If this action isn't appropriate, or matters have become more serious and you wish to pursue a formal complaint, then you should ask for details of the organisation's complaints procedure. You should do this as soon as possible, usually within 12 months of the incident in question or of it coming to your attention. This time limit can be extended under certain circumstances, as long as it is still possible to investigate.

All NHS and local authority social services departments have their own complaints procedure and this must be followed through before any higher action can be taken. All social services departments must have a complaints manager to deal with such issues, and large NHS practices and hospitals should do as well. Small, local practices may not have a complaints manager, but they must have a procedure and a designated individual responsible for overseeing it. GP complaints in Northern Ireland can also be taken to the Health and Social Care Board's complaints manager, who can act as a conciliator between you and the practice.

The person in charge should be able to arrange for an independent mediator, conciliator or advocate to help. That person should be able to discuss things with you, attend meetings and help you get your point across. Matters can usually be resolved at this stage if the procedure is followed correctly.

Alternative approaches and local systems

Alternatively, for NHS complaints you could complain to the commissioner of the service. The following systems apply around the UK (see 'Information and support' and 'Useful organisations' for contact details).

England

NHS England commission primary care services (such as GPs) in England, whereas the Clinical Commissioning Groups (CCGs) commission secondary care services, such as hospitals. Making your complaint via these organisations can make things a bit less personal and help to remove you from uncomfortable encounters at the service you are



complaining about. You can find details of NHS England's complaints procedure at www.england.nhs.uk/contact-us/complaint, or by calling 0300 311 22 33.

Each CCG should have an individual or team responsible for handling complaints and you should be able to find details on their website. You can find details of your local CCG in your local telephone directory, or from the CCG search directory in the 'Useful organisations' section.

Scotland

All NHS services in Scotland are commissioned by NHS Boards. You can find information about complaints and contact details of each Board's complaints team on their websites (see NHS Boards directory in 'Useful organisations').

Wales

In Wales, all health care services are commissioned by Local Health Boards (LHBs). The easiest way of pursuing the issue with a Local Health Board is to contact the local Community Health Council (CHC) via the Board of Community Health Councils.

Northern Ireland

In Northern Ireland, both NHS and social services are commissioned by the Local Commissioning Groups (LCGs) of the Health and Social Care Board (HSCB). The LCGs don't currently have their own websites, but you can find information about complaints and details of who to contact on the HSCB website.

Channel Islands

Health and social services on the Channel Islands are commissioned by the States of Jersey and States of Guernsey Health and Social Care Departments. The initial complaint should be dealt with by the local resolution process described above, which should be done within six months of first becoming aware of the incident. This time limit can be extended if it is unreasonable to enforce it. Further steps are described in the next section.

Isle of Man

Health services are commissioned by the Department of Health for the Isle of Man. The next steps after the initial complaint are also categorised as 'local resolution' on the Isle of Man and details are in the next section.



Step two: Referral to an ombudsman or other service

If the complaint is not resolved to your satisfaction then you can refer it to an ombudsman in England, Wales, Scotland and Northern Ireland, usually within 12 months of the time you first became aware of the problem. This time limit is a discretionary rule though, and can be waived in certain circumstances, such as if the local resolution process took a long time. Alternative systems are in place in the Channel Islands and Isle of Man.

Here is a summary of the systems and organisations across the UK. Contact details are listed in 'Useful organisations'. Detailed information and complaints forms are available on each organisation's website or by contacting the relevant departments.

England

- The Parliamentary and Health Services Ombudsman deals with complaints about any NHS service.
- The Local Government Ombudsman (LGO) deals with complaints about local authorities.

Either of these bodies can jointly investigate complaints about care and rehabilitation services that are funded by both the NHS and local authority.

Scotland

- The Scottish Public Services Ombudsman (SPSO) deals with complaints about any public services in Scotland, including the NHS and local authorities.

Wales

- The Public Services Ombudsman for Wales deals with complaints about both the NHS and local councils.

Northern Ireland

- The Northern Ireland Ombudsman's Office of the Commissioner for Complaints deals with complaints about NHS services and local councils.



Channel Islands

- In Jersey, if your complaint has not been resolved initially you will need to write a formal letter to the Patient and Client Liaison Officer. The Officer will ensure that your complaint is sent to the Service Manager responsible for the service concerned. You can contact the Patient and Client Liaison Officer through the States of Jersey Health and Social Services Department.
- On the Bailiwick of Guernsey, you should send a formal letter to the Chief Officer at the Health and Social Services Department. The Officer will then ask the appropriate Service Manager to investigate. You can contact the Chief Officer via the States of Guernsey Health and Social Services Department.

Isle of Man

- If your NHS complaint has not been satisfactorily dealt with initially then a further level of local resolution is required. You will need to make a formal written complaint to the Patient Safety and Governance Manager at Noble's Hospital.
- You can ask for a social services complaint to be investigated by an Investigating Officer.

Please note, these measures are also referred to as 'local resolution' in the Isle of Man.

Information and support

The following services can provide help and support at any stage. It can be useful to contact them for information even before you make the initial complaint.

England

The Patient Advice and Liaison Service (PALS) is a useful source of advice and support. There is a PALS at all English hospitals which can help to deal with any concerns you have about your relative's treatment and help to arrange meetings with consultants. The services cannot take up formal complaints themselves, but if they can't help to resolve issues at a local level then they may be able to help you follow the formal complaints procedure. You can contact the local hospital for details, or search at [www.nhs.uk/Service-Search/patient-advice-and-liaison-services-\(pals\)/LocationSearch/363](http://www.nhs.uk/Service-Search/patient-advice-and-liaison-services-(pals)/LocationSearch/363).



Healthwatch England is a new independent 'consumer champion' for health and social care in England. A network of 152 independent local Healthwatch organisations aims to provide a voice for anyone who uses health and social care services. Most of these should be able to provide some support with concerns about NHS services. Some provide general advice, while others provide specialist advocacy services. To find your local Healthwatch visit www.healthwatch.co.uk.

Since April 2013 every local authority has a legal obligation to provide an independent health and social care complaints advocacy service. The way this service is provided varies in different regions. For example, in some areas the NHS Complaints Advocacy Service is run by the Voiceability organisation and you can find out more at www.nhscomplaintsadvocacy.org. In some other areas the service is run by POhWER – www.pohwer.net. Elsewhere, local councils, or groups of councils, have their own systems in place.

The Voiceability and POhWER services in some areas can only provide NHS complaints advocacy. If these services don't operate in your area or they can't help with a social services complaint, they or your local authority should be able to signpost to a service that can. You can find local authority contact details at www.gov.uk/find-your-local-council or in your local telephone directory.

Finally, some Clinical Commissioning Groups (CCGs) provide a patient liaison service. You can contact your local CCG or the local Healthwatch for details of services in your area. See 'Useful organisations' for details of a CCG online directory.

Scotland

The Patient Advice and Support Service (PASS), run by the Citizens Advice Bureau, provides free, confidential information, advice and support to NHS users in Scotland. The service can help you to raise concerns and complaints. For more information on a PASS in your area visit www.patientadvicescotland.org.uk.

You can also find other types of advocacy services in Scotland from the Scottish Independent Advocacy Alliance (SIAA) at www.siaa.org.uk.

Wales

The Community Health Councils can provide NHS advice and support in Wales. You can contact your local service through the Board of Community Health Councils on 0845 644 7814, or enquiries@waleschc.org.uk. You can also find advocacy services in Wales from Advocacy Support Cymru at www.ascymru.org.uk.



Northern Ireland

The Patient and Client Council (PCC) in Northern Ireland offers support for concerns or complaints. You can discuss any health and social care issues on their support number and a complaints advocacy service operates with Complaints Support Officers (CSOs) in each Local Commissioning Group (LCG) area. Contact them on 0800 917 0222, or info.pcc@hscni.net.

For people over 50, Age UK's Northern Ireland branch can provide advice and advocacy services. Visit www.ageuk.org.uk/northern-ireland/about-us/our-work/advice--advocacy-service/ for further information. The independent advice network Advice NI is another good source of information about your rights and should be able to signpost to local advocacy services. Visit www.adviceni.net for further details.

Channel Islands

The best source of advice for complaints at any level is the Health and Social Services Department for the relevant island. These departments regulate all health and social care services on the islands and handle all complaints. For the States of Guernsey, contact the Chief Officer or the Governance Team on 01481 725241, or healthandwellbeing@gov.gg. For the States of Jersey contact 01534 442000 or health@gov.je, or contact the Patient and Client Liaison Officer directly on 01534 444199.

You can download a copy of the Jersey complaints procedure at www.gov.je/Government/Comments/Pages/HSSFeedback.aspx. Further details of the complaints procedure on Guernsey are at www.gov.gg/userinvolvement.

The Citizens Advice Bureau (CAB) is also an excellent source of support and advice on complaints in the Channel Islands and they can help to write letters. There are two services on the islands; Jersey CAB (visit www.cab.org.je) and Guernsey CAB (see www.cabguernsey.org).

Isle of Man

The Corporate Performance and Complaints Office at the Department of Social Care can offer support and advice about social services complaints at any stage. Contact 01624 686493 or DSCComplaintsandSuggestions@gov.im. Further information can be found on the Department of Social Care website at www.gov.im/about-the-government/departments/social-care/problems-with-our-service/.



You can get more information and download the *National Health Service Complaints Procedure – a Patient’s Guide* leaflet at www.gov.im/about-the-government/departments/health/complaints-and-compliments/. You can also get advice on NHS complaints from the Patient Safety and Governance Office on 01624 650792 or noblescomplaints.dh@gov.im.

The charity Age UK run an independent, confidential advocacy service called Age Isle of Man, which can provide free support with complaints about services on the island. The service can help anyone over the age of 50, or anyone of any age with a disability. Visit www.ageisleofman.org or call 01624 631740.

The Manx Citizens Advice Service operates in several areas of the island. See ‘Useful organisations’ for contact details.

General information and support

The CAB can be a great source of support wherever you are in the UK. Most towns and cities have a Citizens Advice Bureau and you can find details in the local telephone directory or at www.citizensadvice.org.uk. The CAB also provides an excellent Advice Guide at www.adviceguide.org.uk and you can find information about NHS and social services complaints at www.adviceguide.org.uk/england/healthcare_e/healthcare_nhs_healthcare_e/nhs_and_local_authority_social_services_complaints.htm.

NHS Choices also provides excellent information. You can read their complaints section at www.nhs.uk/choiceintheNHS/Rightsandpledges/complaints/Pages/NHScomplaints.aspx.

What to do if you still aren’t happy with a decision

England, Scotland, Wales and Northern Ireland

If you aren’t satisfied with the ombudsman’s final ruling, ask for their decision review procedure. They will not necessarily investigate your complaint again, but should look at whether all the evidence was taken into account and a fair decision made.



Channel Islands

In Jersey, you will need to write to the Service Manager explaining why you are still dissatisfied. If the outcome remains unsatisfactory then you will need to write to the Chief Nurse within 28 days and ask to take the matter further.

If the matter remains unresolved at this stage then you can ask for an Independent Review. The review will then be carried out by the Guernsey Health and Social Services department.

In Guernsey, if you are unhappy with the first response then the matter will be reinvestigated. If still dissatisfied, then, within 28 days of the result of the second investigation, you can ask for the issue to be referred to an Appeals Panel.

Any unresolved issues after this stage must be referred to an Independent Review Board, which will consist of senior staff in the Jersey Health and Social Services Department.

Isle of Man

If you are still dissatisfied with the result of local resolution you can apply for your complaint about health or social services to be considered by the Independent Review Body. You should do this within 28 days of the date of the letter outlining the local resolution outcome.

The request for an Independent Review will be considered by a convenor. The convenor will consider whether further local resolution could resolve the issue and, if not, they will call an Independent Review. The review panel will consist of three people independent of the Department of Health.

All UK – Legal action

If you are still unhappy with the decision after the steps above, then you might want to look into the possibility of taking legal action. This may involve a process called a 'judicial review', which is a form of court proceeding in which a judge can review the legality of a decision made by a public body. Further information on the judicial review process is available on the Public Law Project's website at www.publiclawproject.org.uk.

Taking legal action against a government body can be a long, costly and complex process, so you will need to seek expert legal advice. You should discuss the possibility of pursuing court proceedings with a specialist solicitor as soon as possible after the final decision is made. It is recommended that you start by consulting solicitors on Headway's directory



and you can find details at www.headway.org.uk/legal-advice.aspx. The list consists of personal injury solicitors, but they also have departments dealing with different legal specialties. The firms have an understanding of brain injury issues and have signed up to Headway's code of conduct, making them a good first contact.

You might also want to consider contacting your local Member of Parliament and asking for their support. MPs should always be willing to listen to their constituents and help if they can. They can often write or sign off letters and may even attend meetings with you. You can find your MP's contact details at <http://findyourmp.parliament.uk/>.

Abuse and professional misconduct

If you suspect a professional of misconduct, or you have reason to believe misconduct or abuse is occurring within a council or health service, then you can report the issues to the appropriate regulatory bodies. The following is a list of regulatory bodies covering the UK (contact details are provided in the 'Useful organisations' section):

Professional bodies

- **The General Medical Council (GMC)** – regulates all practising doctors in the UK and can investigate complaints if you think a doctor's actions are putting patients in danger, or you have concerns about a doctor's honesty.
- **The Nursing and Midwifery Council (NMC)** – regulates all UK, Channel Islands and Isle of Man nurses and midwives and can investigate concerns about individual practitioners.
- **The Health Professions Council (HPC)** – regulates a wide range of professions including psychologists, occupational therapists, social workers, speech and language therapists, radiographers, physiotherapists, dietitians, and many more. The HPC investigates complaints about fitness to practice.

If the profession of the individual you are concerned about is not covered by the organisations above then visit the Professional Standards Authority website at www.professionalstandards.org.uk. There you can search the Statutory Regulators Directory by profession. If you still can't find the regulator you need then contact the Headway helpline and our operators will try to assist you.



Care homes and services

- **The Care Quality Commission (CQC)** – regulates hospitals, primary healthcare providers (including GPs) and social care providers in England. The CQC cannot investigate individual complaints but can listen to your experiences and use them to follow-up and take action against providers.
- **The Care Inspectorate** – regulates and inspects all care services in Scotland.
- **The Care and Social Services Inspectorate Wales (CSSIW)** – regulates and inspects all care services in Wales.
- **The Regulation and Quality Improvement Authority (RQIA)** – responsible for monitoring and inspecting all health and social care services in Northern Ireland.
- **The Isle of Man Registration and Inspection Unit** – regulates and inspects care homes on the Isle of Man and will soon cover other forms of care services, such as home care and day care services.
- **The Health and Social Services Departments** of the States of Jersey and Guernsey regulate and inspect all health and social care services on the Channel Islands. They should be contacted for complaints of all kinds. They do not necessarily cover all private homes and services, but will still be able to advise about the best course of action.

Finally, it is now compulsory for all local councils to have a Safeguarding Adults Board in place. Concerns about a vulnerable adult in any circumstances can be reported to the safeguarding team at your local authority.

Medical negligence claims

If there has been harm as a result of negligence by an NHS organisation or healthcare professional then you may be able to claim compensation. You should seek specialist legal advice as soon as possible and solicitors on Headway's list may be able to help. Some of the firms have clinical negligence franchises and specialist clinical negligence panel members.

You can also contact the organisation Action against Medical Accidents (AvMA) for specialist advice. AvMA can also put you in contact with specialist solicitors, and can offer support throughout the process. Visit www.avma.org.uk for further information. The Citizens Advice Bureau (CAB) can also provide comprehensive information and advice on this issue.



Also, the NHS Litigation Authority deals with compensation claims for NHS organisations in England and their website (www.nhsla.com) provides information about negligence claims.

Withdrawal of treatment

Sometimes decisions need to be made about whether to continue life-prolonging treatment. In such cases, the clinical team must go through a formal process, and may need to seek a court judgement.

If a patient is in a vegetative state, the courts in England, Wales and Northern Ireland require that they are approached before treatment is withdrawn. This is not currently required in Scotland, but doctors are still strongly advised by the General Medical Council guidelines to seek legal advice before ending treatment.

If there is a disagreement between the medical team and family members, mediation should be offered to allow everyone to express their views and, if possible, seek agreement. The family should seek expert legal advice as soon as possible. We recommend approaching solicitors on the Headway directory first, but you can also find solicitors on the Law Society website at www.lawsociety.org.uk.

For more information about the General Medical Council's guidance on end of life treatment, visit www.gmc-uk.org/guidance/ethical_guidance/end_of_life_care.asp. Specific information about end of life care for patients in a vegetative state is at www.gmc-uk.org/guidance/ethical_guidance/end_of_life_patients_in_a_persistent_vegetative_state.asp.

Conclusion

When things go wrong with public services, just when you need them most, it can feel like the whole world is against you. However, most NHS and social service professionals are doing their best and difficulties can usually be resolved with an improvement in communication. When this doesn't happen, or when there are issues of professional misconduct or even abuse, there are procedures and services in place to help.

Hopefully this factsheet has provided you with the information you need to resolve any queries or complaints you have. Headway is also here to support you through the process in any way we can. Please call our nurse-led national helpline to discuss the situation. Our trained staff can provide further information and signposting to local services, or just provide a listening ear so you can get things off your chest. Contact us on **0808 800 2244** or helpline@headway.org.uk. Our local groups and branches can also be an excellent source of support and some can provide advocacy services. You can find details at www.headway.org.uk/in-your-area.aspx or by contacting the helpline.



Useful organisations - United Kingdom

Action against Medical Accidents (AvMA)

Tel: 0845 123 23 52

Web: www.avma.org.uk

Health Professions Council (HPC)

Tel: 0800 328 4218

Email: ftp@hcpc-uk.org

Web: www.hpc-uk.org

Advice Guide (Citizens Advice Bureau)

Web: www.adviceguide.org.uk

The Law Society

Tel: 020 7242 1222

Web: www.lawsociety.org.uk

Citizens Advice Bureau

Web: www.citizensadvice.org.uk

Nursing and Midwifery Council (NMC)

Tel: 020 7637 7181

Email: fitness-to-practise@nmc-uk.org

Web: www.nmc-uk.org

General Medical Council (GMC)

Tel: 0161 923 6602

Email: gmc@gmc-uk.org

Web: www.gmc-uk.org

Useful organisations - England

Care Quality Commission (CQC)

Tel: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

NHS Complaints Advocacy Service

Tel: 0300 330 5454

Web: www.nhscomplaintsadvocacy.org

Clinical Commissioning Group directory

Web: <http://www.england.nhs.uk/ccg-details/>

NHS England

Tel: 0300 311 2233

Email: England.contactus@nhs.net

Healthwatch England

Tel: 03000 683 000

Email: enquiries@healthwatch.co.uk

Web: www.healthwatch.co.uk

NHS Litigation Authority (NHSLA)

Web: www.nhsla.com

NHS Carers Direct

Tel: 0808 802 0202

Web: www.nhs.uk/carersdirect

Parliamentary and Health Services Ombudsman

Tel: 0345 015 4033

Web: www.ombudsman.org.uk

NHS Choices

Web: www.nhs.uk

POhWER

Tel: 0300 456 2370

Web: www.pohwer.net

Social services search directory

Web: www.gov.uk/find-your-local-council



Useful organisations - Scotland

Care Inspectorate

Tel: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.scswis.com

NHS Boards Directory

Web: www.scotland.gov.uk/Topics/Health/NHS-Workforce/NHS-Boards

NHS Health directory

Tel: 0131 536 5500

Email: nhs.healthscotland-generalenquiries@nhs.net

Web: www.healthscotland.com

NHS Scotland

Web: www.show.scot.nhs.uk

Patient Advice and Support Service (PASS) (Scotland)

Web: www.patientadvicescotland.org.uk

Scottish Independent Advocacy Alliance (SIAA)

Tel: 0131 260 5380

Email: enquiry@siaa.org.uk

Web: www.siaa.org.uk

Scottish Public Services Ombudsman (SPSO)

Tel: 0800 377 7330

Web: www.spsso.org.uk

Useful organisations - Wales

Advocacy Support Cymru

Tel: 029 2054 0444

Email: info@ascymru.org.uk

Web: www.ascymru.org.uk

Board of Community Health Councils in Wales

Tel: 0845 644 7814

Email: enquiries@waleschc.org.uk

Web: www.wales.nhs.uk/sitesplus/899/home

Care and Social Services Inspectorate Wales (CSSIW)

Web: www.csiw.wales.gov.uk

Health in Wales

Web: www.wales.nhs.uk

Local Health Boards (Wales)

Web: www.wales.nhs.uk/our-services/directory/localhealthboards

NHS Direct Wales

Tel: 0845 46 47

Web: www.nhsdirect.wales.nhs.uk

Public Services Ombudsman for Wales

Tel: 0845 601 0987

Web: www.ombudsman-wales.org.uk

Putting Things Right

Website explaining Welsh complaints system from April 2011.

Web: www.puttingthingsright.wales.nhs.uk



Useful organisations - Northern Ireland

Advice NI

Tel: 028 9064 5919

Email: info@adviceni.net

Web: www.adviceni.net

Age Northern Ireland

Tel: 0808 808 7575

Web: www.ageuk.org.uk/northernireland

Health and Social Care in Northern Ireland

Web: www.n-i.nhs.uk

Local Commissioning Groups (Northern Ireland)

Web: www.hscboard.hscni.net/LCG/

NI Direct (Northern Ireland government and health information services)

Web: www.nidirect.gov.uk

Northern Ireland Ombudsman

Tel: 02890 233821

Email: ombudsman@ni-ombudsman.org.uk

Web: www.ni-ombudsman.org.uk

Patient and Client Council (Northern Ireland)

Tel: 0800 917 0222

Email: info.pcc@hscni.net

Web:

www.patientandclientcouncil.hscni.net

The Regulation and Quality Improvement Authority (RQIA) (Northern Ireland)

Tel: 028 9051 7500

Email: info@rqia.org.uk

Web: www.rqia.org.uk

Useful organisations - Channel Islands

Guernsey Citizens Advice Bureau

Tel: 01481 242266

Web: www.cabguernsey.org

Jersey Citizens Advice Bureau

Tel: 01534 724942

Web: www.cab.org.je

Patient and Client Liaison Officer, Health and Social Services (Jersey)

Tel: 01534 444199

States of Guernsey Health and Social Services Department

Tel: 01481 725241

Email: healthandwellbeing@gov.gg

Web: www.gov.gg/HSSD

States of Jersey Health and Social Services Department

Tel: 01534 442000

Email: health@gov.je

Web: www.gov.je



Useful organisations - Isle of Man

Age Isle of Man

Tel: 01624 631740

Web: www.ageisleofman.org

The Corporate Performance and Complaints Office (Isle of Man)

Tel: 01624 686493

Email:

DSCComplaintsandSuggestions@gov.im

Independent Review Body (Isle of Man)

PO Box 281, Douglas, IM99 2SH

Isle of Man Government Health Services

Web: www.gov.im/about-the-government/departments/health/

Isle of Man Government Social Services

Web: www.gov.im/about-the-government/departments/social-care/

Isle of Man Registration and Inspection Unit

Tel: 01624 642 422

Web: <http://www.gov.im/about-the-government/departments/social-care/registration-and-inspection-unit/?iomq-device=Mobile>

Manx Citizens Advice Service

In Douglas: 01624 626863

In Onchan: 01624 674176

In Port Erin: 01624 833976

In Ramsey: 01624 813466

Patient Safety and Governance office (Isle of Man)

Tel: 01624 650792

Web: www.gov.im/about-the-government/departments/health/complaints-and-compliments/

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Helpline: 0808 800 2244
Email: helpline@headway.org.uk
Website: www.headway.org.uk