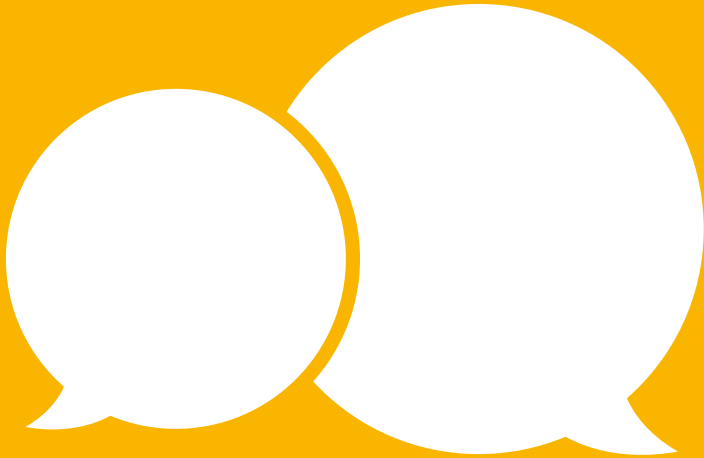


Making a Complaint



This leaflet is intended is for carers or representatives who may register a complaint on behalf of a person supported by Positive Futures. It is also available for other external parties, such as suppliers, who wish to make a complaint about Positive Futures.

We want people to tell us when they are unhappy about our services so that we can make any changes needed and develop and improve our approach.

What is a complaint?

A complaint is defined as “an expression of dissatisfaction that requires a response”. In Positive Futures this applies to any services we provide.

MAKING A COMPLAINT TO POSITIVE FUTURES

We want to address any issues quickly and hope your concerns can be resolved by speaking with a member of staff.

If you want to make a formal complaint, we will work to resolve your concern in line with our Complaints Policy and Procedure.

We encourage you to put any complaint in writing to us.

You can make a complaint to Positive Futures by:

- **Email** to complaints@positive-futures.net
- **Post** to The Executive Director, Positive Futures, 2b Park Drive, Bangor, BT20 4JZ
- **Phone** on 028 9147 5720 or your local service office
- **Speaking to a member of staff.**

HOW POSITIVE FUTURES WILL HANDLE YOUR COMPLAINT

We will let you know we received your complaint within 2 working days and name the person dealing with your complaint.

We will investigate your complaint and respond within 20 working days from when we received it. We will try to deal with minor matters right away.

A manager, who is not involved in the issue you are raising, will investigate your concerns. We will involve you, where possible, in decisions about how your complaint is handled.

You can change your mind and withdraw your complaint at any time – when this happens, we may still decide to look into it.

We will tell you the outcome of the investigation and try to find a solution that you and Positive Futures are happy with. If you aren't happy with our process, you can ask us to review how we handled your complaint. You can also contact the external bodies opposite.

MAKING A COMPLAINT TO AN EXTERNAL BODY

For people supported by some Positive Futures services, there are also external bodies or people who can receive complaints about our services.

Health and Social Care Trust

If your Positive Futures support was arranged through a Health and Social Care Trust, you may wish to complain to the Health and Social Care Trust.

RQIA

RQIA is the regulator for Supported Living Services, Families Matter Shared Lives and the residential Short Break Service and has an oversight role for complaints about these services. While RQIA does not investigate complaints, and generally recommend you contact Positive Futures first about your concerns, RQIA may intervene if there is a possible breach of regulations.

Services funded by Supporting People

Some Positive Futures services receive funding through the Northern Ireland Housing Executive's (NIHE) Supporting People Programme. NIHE also has a complaints procedure.

Elected representative

You may also choose to raise concerns through an elected representative, for example, an MLA or an MP.

Northern Ireland Ombudsman

The NI Ombudsman can also deal with complaints about services that are being provided on behalf of a public body – in Positive Futures, this means a service commissioned by a Health and Social Care Trust or funded through the NIHE's Supporting People programme. The NI Ombudsman generally recommends you contact Positive Futures first about your concerns, however, in exceptional circumstances, the Ombudsman may accept a complaint before you have completed Positive Futures' internal complaints process.

CONTACT DETAILS FOR HEALTH AND SOCIAL CARE TRUSTS

Belfast Health and Social Care Trust

Tel: 028 9504 8000 | Email: complaints@belfasttrust.hscni.net

Northern Health and Social Care Trust

Tel: 028 9442 4655 | Email: user.feedback@northerntrust.hscni.net

South Eastern Health and Social Care Trust

Tel: 028 9056 1427 | Email: complaints@setrust.hscni.net

Southern Health and Social Care Trust

Tel: 028 3756 4600 | Email: complaints@southerntrust.hscni.net

Western Health and Social Care Trust

Tel: 028 7134 5171 | Email: complaints.department@westerntrust.hscni.net

CONTACT DETAILS FOR OTHER AGENCIES

The Regulation and Quality Improvement Authority

James House, 2-4 Cromac Avenue, Belfast, BT7 2JA

Tel: 028 9536 1111 | Email: info@rqia.org.uk

Supporting People / NIHE

The Housing Centre, 2 Adelaide Street, Belfast, BT2 8PB

Tel: 0344 892 0900 | Email: supportingpeople@nihe.gov.uk

The NI Ombudsman (Commissioner for Complaints for Northern Ireland)

Freepost NIPSO, Progressive House, 33 Wellington Place, Belfast, BT1 6HN

Tel: 0800 34 34 24 (this is a Freephone number) | Email: nipso@nipso.org.uk

Patient and Client Council

Freepost, 2nd Floor, Centre House, 79 Chichester Street, Belfast, BT1 4JE

Tel: 0800 917 0222 | Email: complaints.pcc@hscni.net



Head Office

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028 9147 5720

www.positive-futures.net

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