
In the event that you are unhappy with our response and have exhausted all levels within our policy, you may wish to consider contacting the following organisations who may be able to help you:

The Public Services Ombudsman's Office

www.nipso.org.uk/nipso

By telephone: **0800 34 34 24**

(this is a free phone number)

or **028 9023 3821**

By Text Phone: **028 9089 7789**

By email: nipso@nipso.org.uk

By writing to: **Freepost NIPSO**

By calling between 9.30 am and 4.00 pm at:

Progressive House

33 Wellington Place

BELFAST BT1 6HN

The Equality Commission

www.equalityni.org

By telephone: **028 9050 0600**

By Text Phone: **028 9050 0589**

By fax: **028 9024 8687**

By email: information@equalityni.org

By writing to: **Equality House**

7 - 9 Shaftesbury Square

BELFAST BT2 7DP




NIPEC

Centre House
79 Chichester Street
BELFAST
BT1 4JE
Phone: 0300 300 0066

Email: enquiries@nipsec.hscni.net

Any request for this document in another format or language will be considered.

www.nipsec.hscni.net

nipsecportfolio.hscni.net

www.nursingandmidwiferycareersni.hscni.net


NIPEC

Northern Ireland Practice and Education
Council for Nursing and Midwifery

Complaints Procedure

Information Leaflet

We welcome the receipt of complaints and view them positively and as opportunities to improve and develop our services, or to rectify situations where something has gone wrong or resolve misunderstandings

What is a complaint?

We consider a complaint to be **‘Some real sense of grievance as a result of action, or inaction, by NIPEC.’**

In operating a complaints procedure, we have agreed to the following principles taken from our procedure for Handling of Complaints (reference NIPEC/18/33):

- every effort will be made to investigate, respond to and resolve the issues raised as informally as possible
 - complaints should be investigated impartially, thoroughly, fairly and as quickly as circumstances permit
 - the complainant will be kept fully informed of reasons for any unavoidable delays in resolving the issue raised
 - any person(s) who are the subject of a complaint will be kept informed and given the details of the complaint and, where appropriate, the name of the complainants so they can be given an opportunity to provide a full response to the issues raised.
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Who can make a complaint?

A complaint may be made by:

- a member of the public
- a nurse or midwife registered with the Nursing and Midwifery Council
- a professional organisation or trade union
- another organisation within the public or independent sector.

Against whom can a complaint be made?

- a member of NIPEC staff
- a member of the NIPEC Council.

When can I complain?

You should complain within three months of you first knowing about the problem. However, if there is a good reason, NIPEC may extend this time limit. All complaints will be acknowledged within two working days and a response from the nominated investigating officer will be forwarded within 20 working days.

If you wish to make a complaint you should write in the first instance to the:

Angela McLernon
Chief Executive
NIPEC
Centre House
79 Chichester Street
BELFAST BT1 4JE

Email:

angela.mclernon@nipec.hscni.net

Please state clearly:

- the basis of your complaint;
 - what happened;
 - when, where and (if you can) who was involved; and
 - your contact details.
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