

# PHA ANNUAL COMPLAINTS REPORT

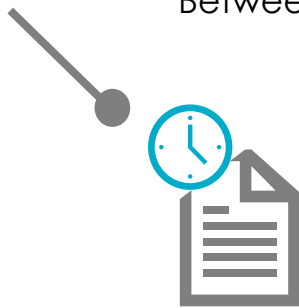
2023/2024



8

# Complaints made to the PHA

Between 1 April 2023 and 31 March 2024



On average it took us 28 working days  
to issue a complaint response

## Key Performance Indicators

7

Complaints acknowledged in writing within 2  
working days of being received

4

Complaint response letters issued within 20  
working days of the complaint being received

## Themes

Communicating with the PHA  
Vaccinations and Screening

## Complaints

In line with the guidance set out in the [Health and Social Care Complaints Procedure](#), a complaint is ‘an expression of dissatisfaction that requires a response’.

## Number of Complaints

During the period 1 April 2023 to 31 March 2024, the PHA received eight complaints across three of our four Directorates.

A breakdown of the number of complaints received by Directorate is set out below.



## Types of Complaints

Given the breadth of work undertaken by the PHA we receive complaints across a wide range of topics. The graphic below details some of the complaints we received during 2023/24.



## Responding to Complaints

We aim to send an acknowledgement within two working days of a complaint being received.



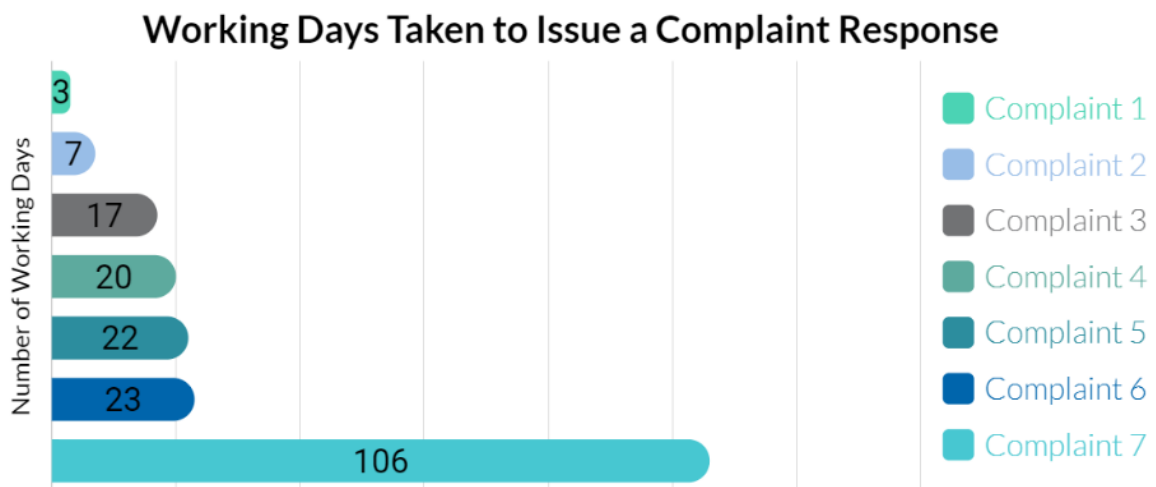
During 2023/24, we were able to acknowledge seven of our eight complaints within two working days - that equated to 86%.

We aim to investigate and issue a response for each complaint within twenty working days of its receipt. Sometimes this is not possible, especially when a complaint is complex and requires us to undertake investigatory work across multiple teams within the PHA.



During 2023/24, we were able to issue a response within twenty working days for four of the seven complaints we concluded - that equated to 57%.

The bar chart below shows how long it took us to issue a response in respect of the seven complaints we concluded - one of our complaints has remained open into 2024/25 so is not included here.



## Learning from Complaints

Complaints provide us with an opportunity to put things right for our service users and make improvements to the work we undertake.

During the year, we made the following changes as a result of learning derived from our complaints process:



We worked to ensure that we always include a named point of contact when we are communicating with people affected by our services

We revised the content of our cervical screening correspondence to provide more accurate information relating to the issue of test results



We updated our website with a new 'Compliments and Complaints' section to make it easier for individuals to contact the PHA or learn about our complaints process

## The role of the Ombudsman

If a complainant isn't satisfied with our response, they can refer their complaint to the Northern Ireland Public Services Ombudsman. Upon receipt of a referral, the Ombudsman's office will assess the complaint and decide whether any further investigation is needed.

The PHA is aware of one complainant having approached the Ombudsman in 2023/24 in relation to a complaint made in 2022/23. This complaint was not accepted for further investigation by the Ombudsman.

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2023/2024

PHA Complaints Office

[complaints.pha@hscni.net](mailto:complaints.pha@hscni.net)

Complaints Office  
Public Health Agency  
12-22 Linenhall St  
Belfast  
BT2 8BS

