

Patient and Client Council
Your **voice** in health and social care

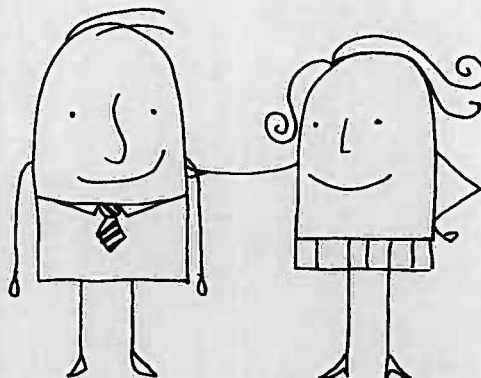
We can help you to complain

The Patient and Client Council is **your voice** on health and social care issues. We can **help you** to complain about any part of health and social care.

Contact our *free* Complaints Helpline

0800 917 0222

complaints.pcc@hscni.net



www.patientclientcouncil.hscni.net

The Patient and Client Council
Complaints Support Service can
help you to make a complaint about
any health and social care service.



We can:

- ▶ Give you information on how to complain and who to complain to.
- ▶ Help you to write letters of complaint.
- ▶ Make telephone calls for you about your complaint.
- ▶ Go with you to meetings about your complaint and make sure your concerns are heard and responded to.
- ▶ Work with health and social care organisations to improve services as a result of your concerns.