

29th July 2021

BY EMAIL

request-774937-0b0f3cb1@whatdotheyknow.com

Our Ref: FOI 1524

Dear Mr Feenan

I am writing to you in response to your Freedom of Information request received by the Regulation and Quality Improvement Authority (RQIA) on 19th July 2021 in which you requested information relating to complaint made regarding Bruce House.

RQIA can confirm that no complaints or concerns have been received regarding Bruce House within the time period you specified. No information is therefore held in relation to your request.

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to The Business Services Organisation (BSO), which provides an Information Governance service on our behalf:

Post: Information Governance Manager,
2 Franklin Street,
Belfast,
BT2 8DQ

Email: foi.bso@hscni.net

If, following an internal review, carried out by an independent decision making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint to the Information Commissioner's Office and ask that they investigate whether the BSO has complied with the terms of the Freedom of Information Act

You can contact Information Commissioner at:

RQIA, 7th Floor
Victoria House
15-27 Gloucester Street
Belfast BT1 4LS


Tel 028 9536 1111
Email info@rqia.org.uk
Web www.rqia.org.uk
Twitter @RQIANews

INVESTORS IN PEOPLE™
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Website: www.ico.org.uk
Phone: 0303 123 1113
Email: icocasework@ico.org.uk
Post: Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast
BT7 2JB

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,



Dr Julie-Ann Walkden
Deputy Director of Assurance, RQIA

