2013 No. 12

Complaints about Family Health Services Practitioners and Pilot Scheme Providers (Amendment) Directions (Northern Ireland) 2013

The Department of Health, Social Services and Public Safety, in exercise of the powers conferred by section 8(1)(b) of the Health and Social Care (Reform) Act (Northern Ireland) 2009(a) hereby directs as follows:

Citation, commencement and interpretation

1.—(1) These Directions, which may be cited as the Complaints about Family Health Services Practitioners and Pilot Scheme Providers (Amendment) Directions (Northern Ireland) 2013, shall come into operation on 2nd September 2013.

(2) In these Directions, “the principal Directions” means the Directions to the Health and Social Care Board on procedures for dealing with complaints about family health services practitioners and pilot scheme providers, which came into operation on 1st April 2009.

Amendment of the principal Directions with respect to the handling of complaints under paragraph 12(5)(b)

2. For paragraph 18(c) (Response) of the principal Directions substitute the following—

“(c) the response is sent to the complainant—

(i) within 20 working days where the HSC Board complaints manager has been asked to act as “honest broker”

(ii) within 10 working days in any other case;

beginning on the date on which the complaint was made or, where that is not possible, the complainant must be notified of the delay and the full response issued as soon as is reasonably practicable;

and”

(a) 2009 c.1 (N.I.)
Sealed with the Official Seal of the Department of Health, Social Services and Public Safety on 2nd September 2013

Fergal Bradley
A senior officer of the Department of Health, Social Services and Public Safety