

PHA ANNUAL

COMPLIMENTS AND COMPLAINTS REPORT

2024/2025



Public Health
Agency

12 Compliments received by the PHA

Between 1 April 2024 and 31 March 2025

3 Complaints made to the PHA

Between 1 April 2024 and 31 March 2025



On average it took us 25 working
days to issue a complaint response

Key Performance Indicators



All complaints acknowledged in writing within 2 working
days of being received



One complaint response letter issued within 20 working days
of the complaint being received - all other complainants
updated every 20 days until the issue of each complaint
response letter

Compliments

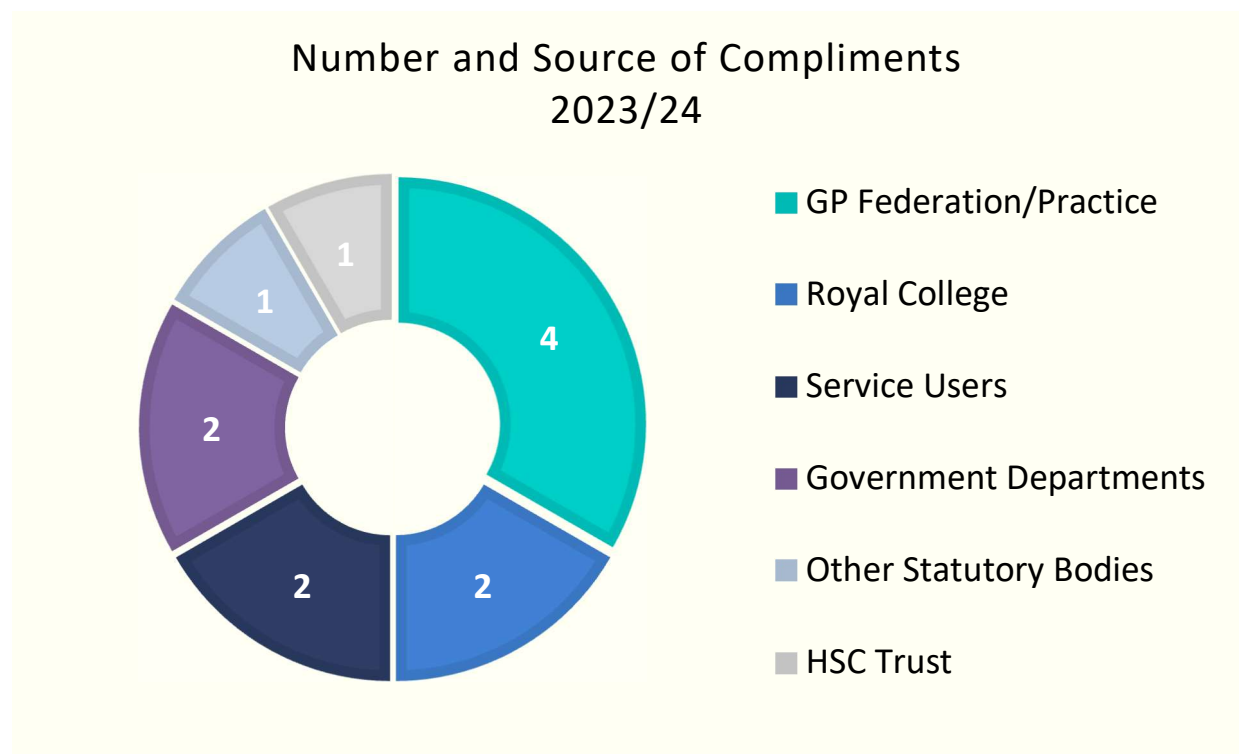
Definition

A compliment is an expression of appreciation felt by service users, carers, relatives, members of the public and/or external professional bodies for the work undertaken by the PHA.

Number of Compliments

During the period 1 April 2024 to 31 March 2025, the Agency received twelve compliments.

Our compliments came from a variety of sources - the following graphic provides further detail on this.



Types of Compliments

We receive compliments relating to a wide variety of subject areas - by way of example, we have included some of our compliments received this year in the following graphic.



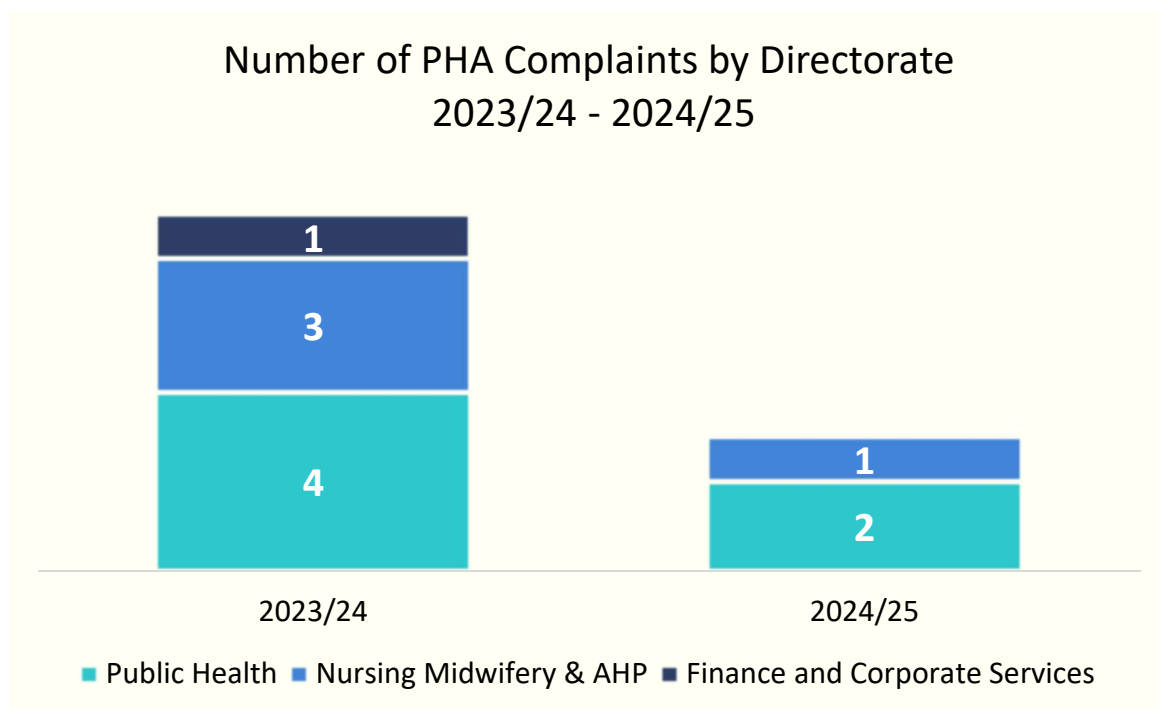
Complaints

Definition

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’.

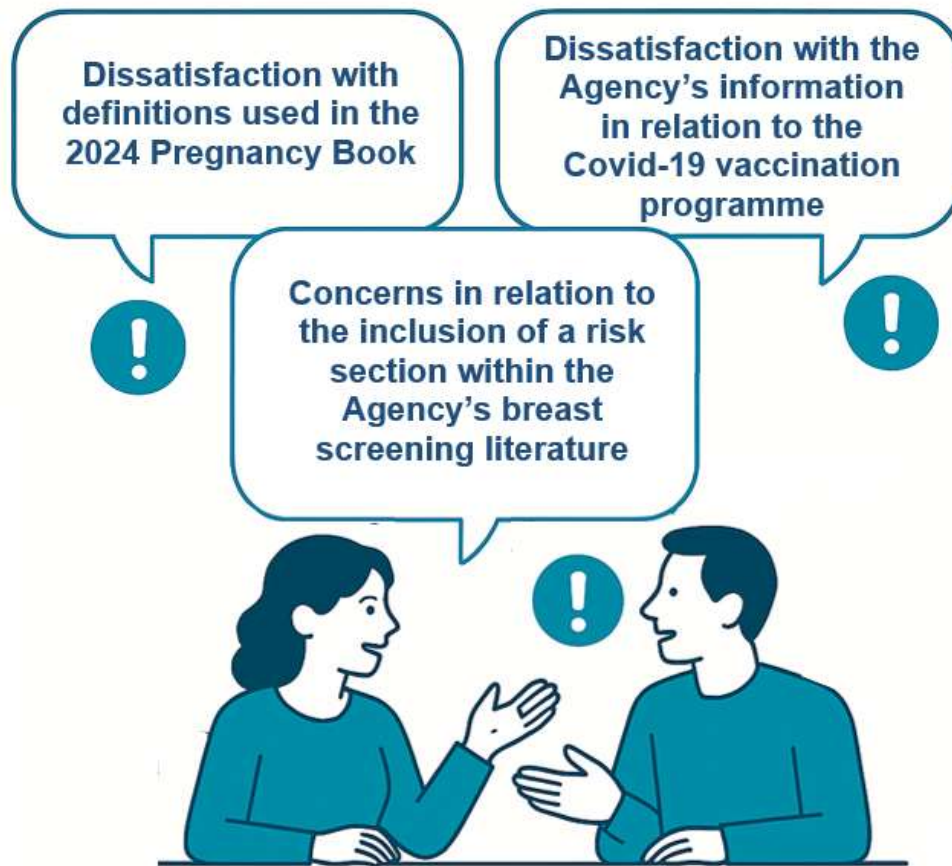
Number of Complaints

During the period 1 April 2024 to 31 March 2025, the Agency received three complaints - *this was a reduction of five compared to the previous year.*



Types of Complaints

Given the breadth of work undertaken by the PHA, any complaints we receive are varied in nature. The following graphic provides some detail on each complaint received in 2024/25.



Responding to Complaints

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



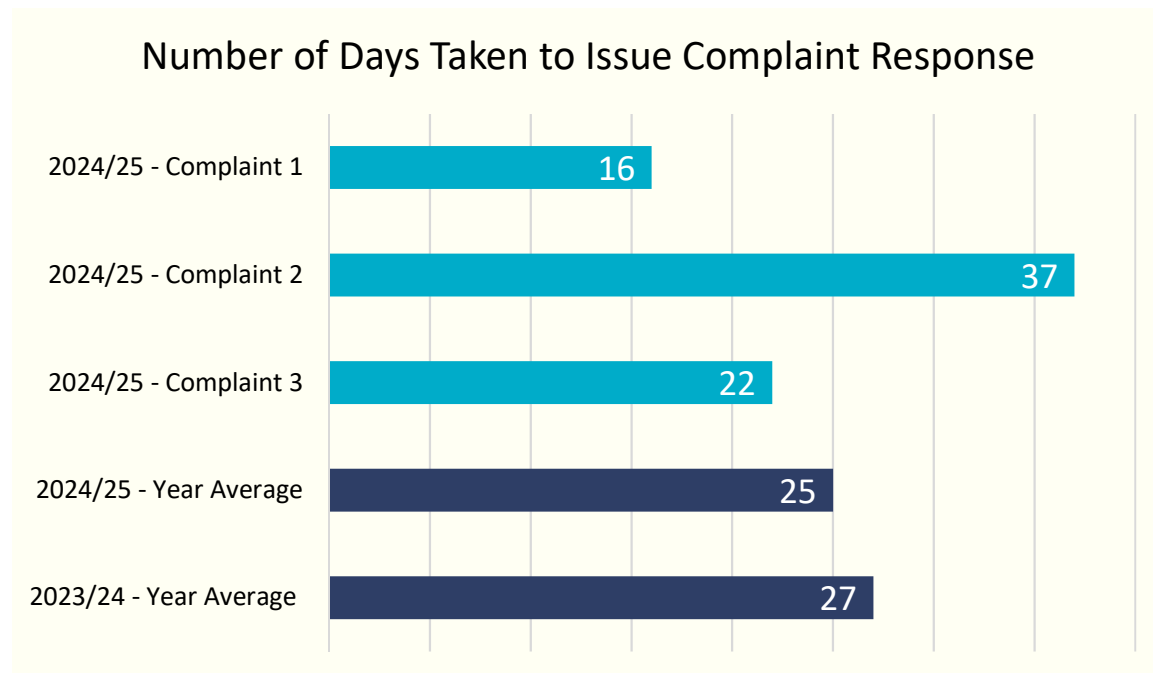
During 2024/25, we acknowledged each of our three complaints within two working days.

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 2024/25, we were able to issue a response within twenty working days for one of our three complaints.

The bar chart below shows how long it took us to issue a response to each complaint received during 2024/25 - *on average it took the Agency 25 working days to conclude a complaint.*



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, as a result of a complaint we updated our public facing information on the Covid-19 vaccine to ensure that it accurately set out the eligibility requirements in relation to the 2024 autumn and winter vaccination programme.

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 was not approached by the Ombudsman in relation to any complaints during 2024/25.

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PHA Complaints Office

compliments.pha@hscni.net
complaints.pha@hscni.net

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



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Agency