

PHA ANNUAL

COMPLIMENTS AND COMPLAINTS REPORT

2025/2026



Public Health
Agency

9 Compliments received by the PHA

Between 1 April 2025 and 31 March 2026

10 Complaints made to the PHA

Between 1 April 2025 and 31 March 2026

Complaint Outcomes



6 Complaints Not Upheld



2 Complaints Partially Upheld



2 Complaints Upheld

Compliments

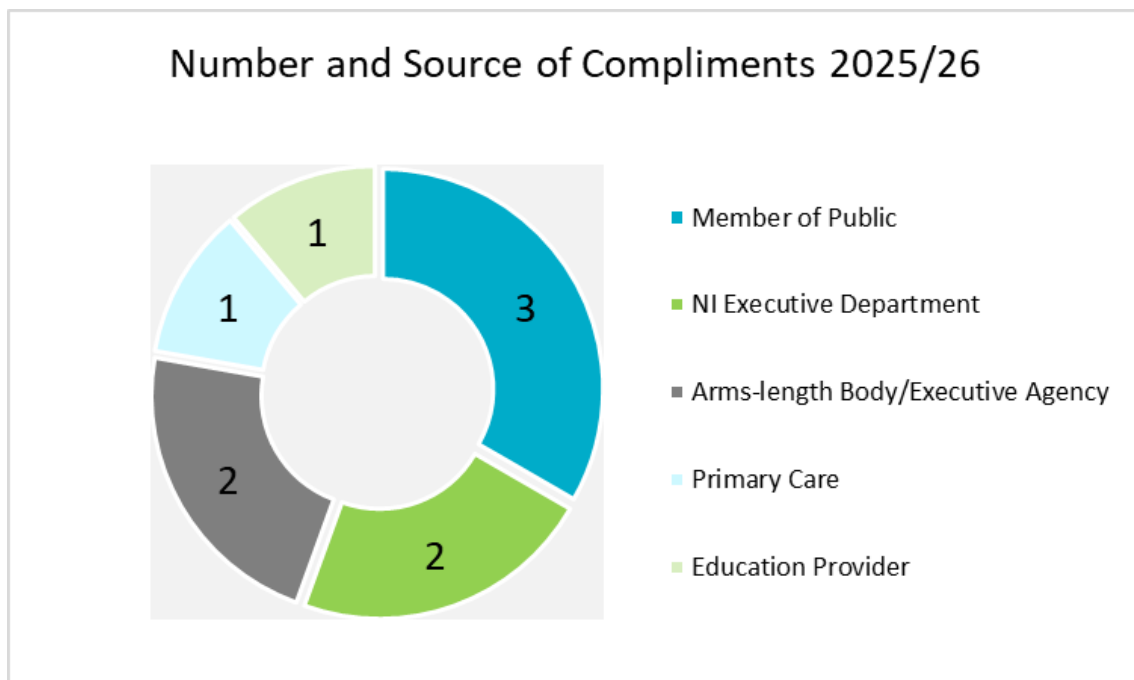
Definition

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

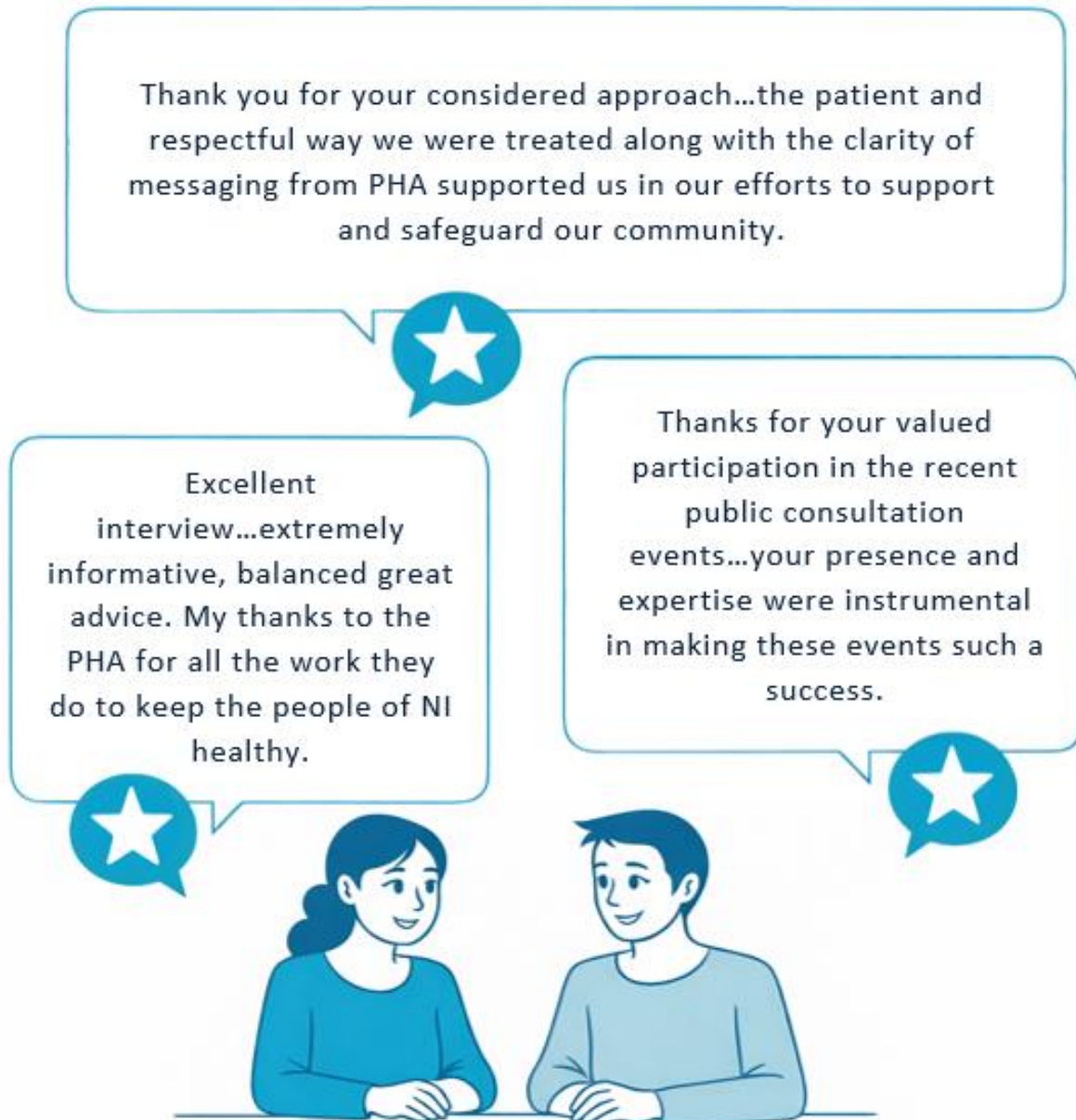
During the period 1 April 2025 to 31 March 2026, we received nine compliments.

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

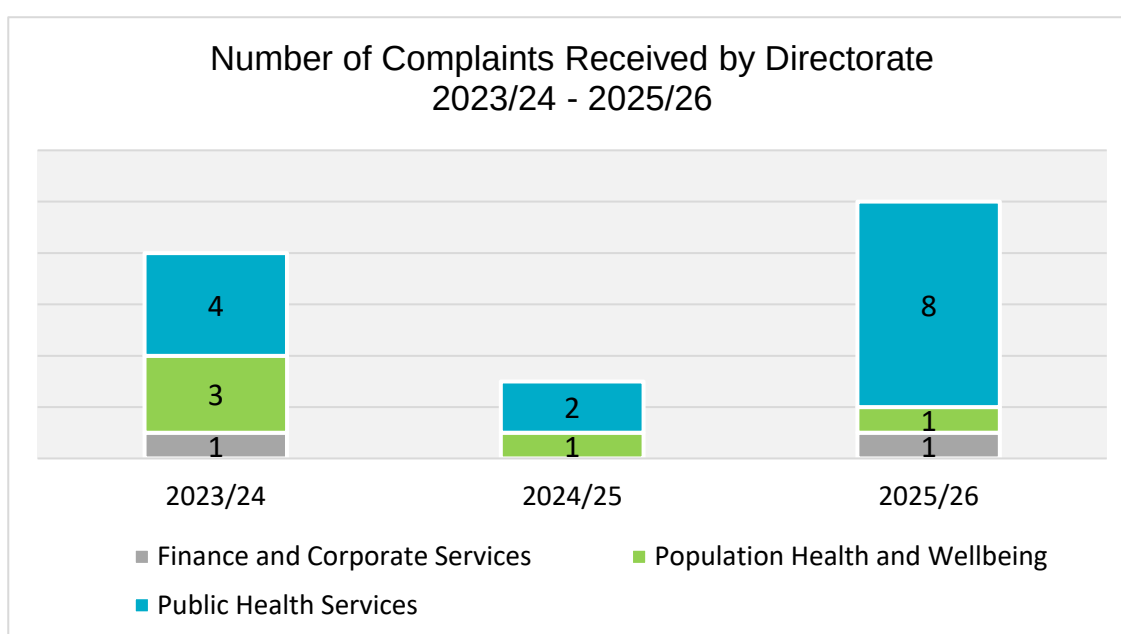
On the 1 January 2026, the Northern Ireland Public Services Ombudsman's Model Complaints Handling Procedure (MCHP) became operational for the health and social care sector.

The MCHP sets the standard for how health and social care organisations like the PHA manage complaints.

In line with the definition set out in the MCHP, a complaint is '*an expression of dissatisfaction by one or more members of the public about an organisation's action or lack of action, or about the standard of service provided by or on behalf of an organisation.*'

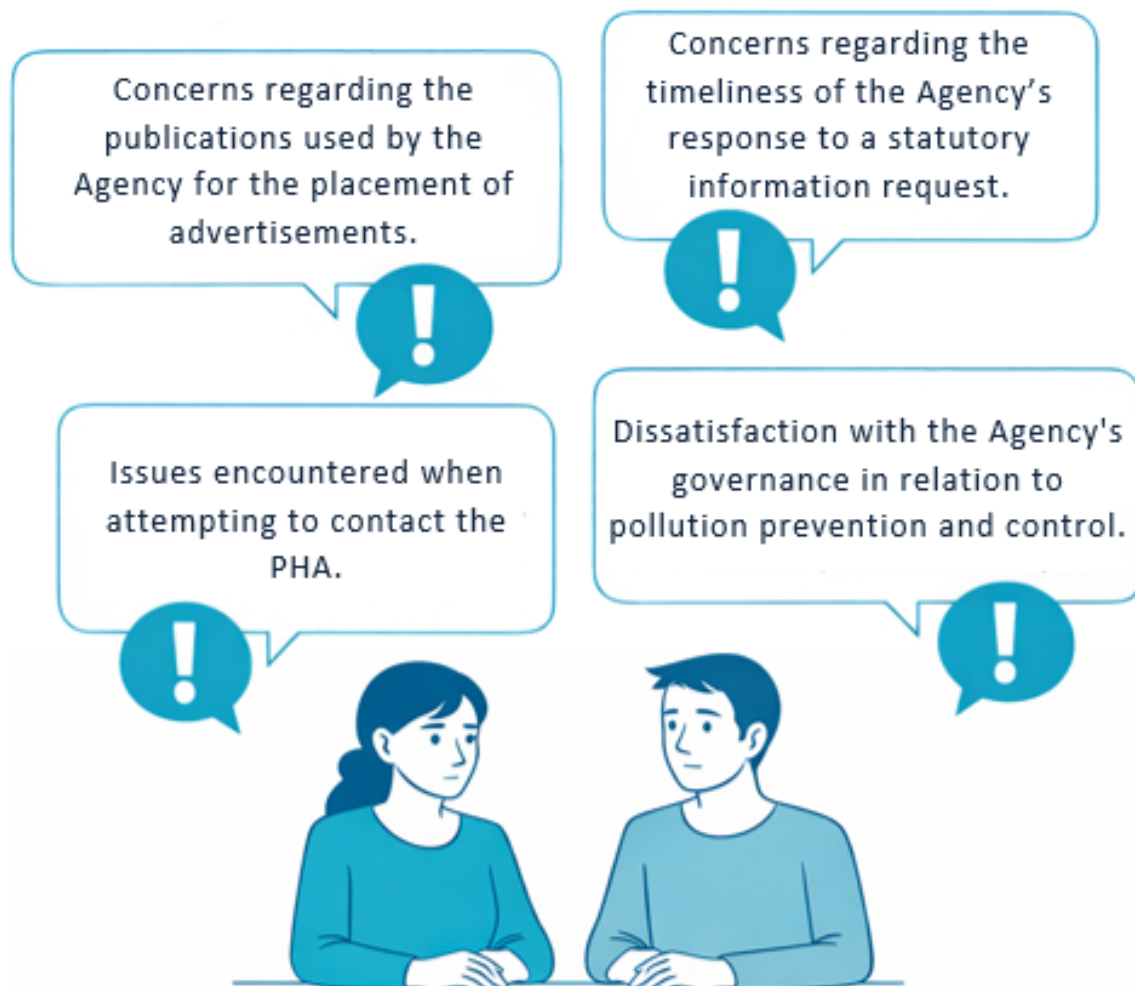
Number of Complaints

During the period 1 April 2025 to 31 March 2026, we received ten complaints - *this was an increase of seven compared to the previous year.*



Types of Complaints

Reflecting the breadth of work undertaken by the PHA, the complaints we receive are varied in nature. The graphic below highlights some of the complaints received in 2025/26.



Responding to Complaints

April 2025 - December 2025

We received seven complaints between 1 April and 31 December 2025.

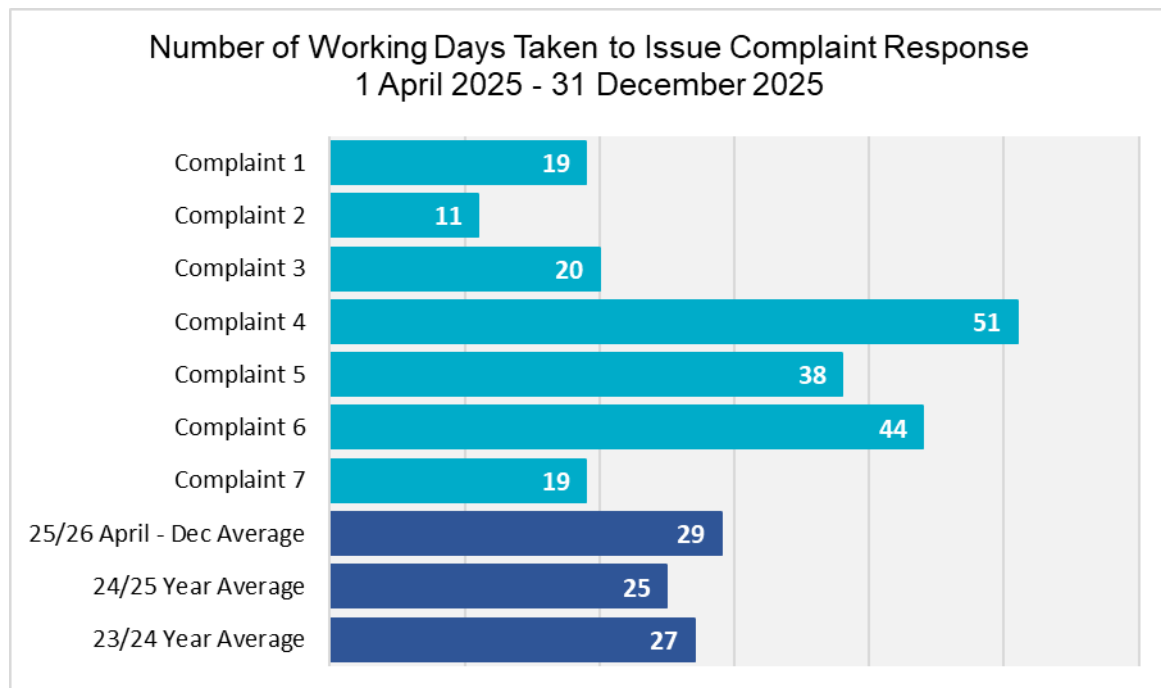


We acknowledged six of the seven complaints within two working days.



We were able to issue a response within twenty working days for four of the seven complaints.

The bar chart below shows how long it took us to issue a response to each of the complaints received between April and December 2025 - *on average it took the Agency 29 working days to conclude a complaint.*



January 2026 - March 2026

During the period 1 January to 31 March 2026, we received three further complaints which were each managed in accordance with the Northern Ireland Public Services Ombudsman's MCHP.

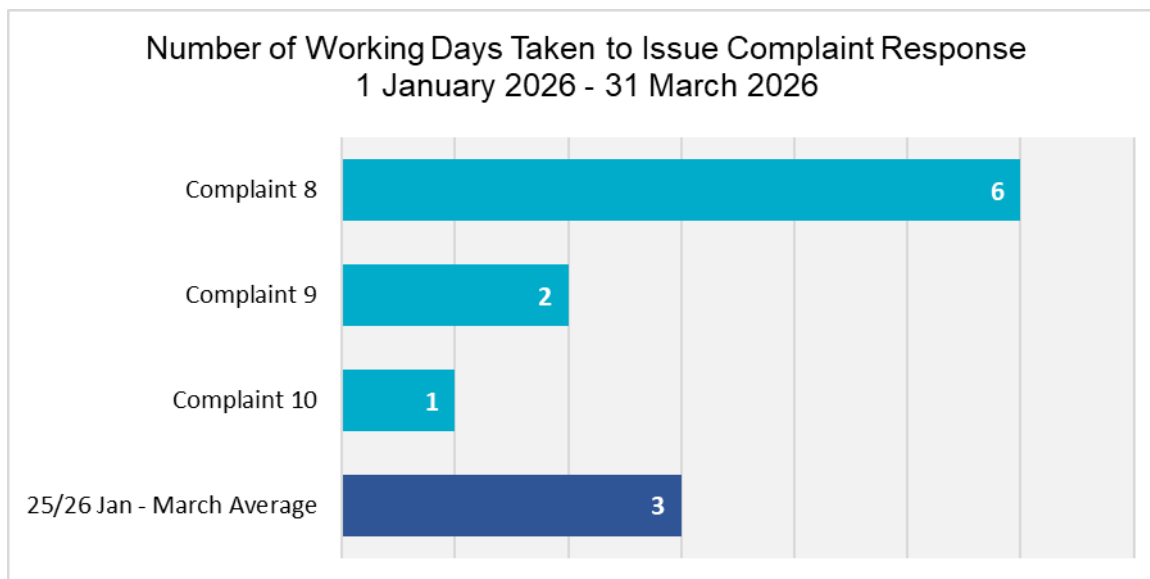
Complaints begin at Stage One, the Agency's frontline response, with the aim of resolution within five working days.



All three complaints (100%) were closed at Stage One, without the need for any to be escalated to our Stage Two process.



We were able to issue a response within five working days for two of the three complaints (67%). An extension was relied upon for one 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, a complaint prompted a review of the Agency's processes for handling information requests.

This review led to improvements in the mechanisms and steps used to source, review and release information, supporting more timely responses to service users.

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 2025/26.

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PHA Complaints Office

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