



Patient and Client Council
5th Floor, 12 -22 Linenhall Street
Belfast
BT2 8BS

1st October 2025

By Email

[REDACTED]

Ref: FOI 2591

Dear [REDACTED]

I am writing to you in response to your Freedom of Information request received by the Patient and Client Council (PCC) on 10th September 2025 in which you requested the following information:

Under FOI please tell me what qualifications [REDACTED] has and what jobs has [REDACTED] had in the Patient and Client Council. I want to know when [REDACTED] started and was [REDACTED] interviewed for the job [REDACTED] has now. Also when did [REDACTED] start in the PCC and what is [REDACTED] job. Tell me what [REDACTED] role is and is there a job description for that job. Also a person called [REDACTED] works there. What is [REDACTED] job. How long has [REDACTED] been there and what are [REDACTED] qualifications.

Please find the response/information below:

[REDACTED] – Service Manager – September 2020 to June 2024.
[REDACTED] – Principal Practitioner for Advocacy – June 2024 to date.
Interviewed. See job description regarding qualifications
[REDACTED] – Senior Practitioner – February 2010 to date. See job description attached.
[REDACTED] – Head of Operations – September 2023 to date. See job description attached.

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, as the PCC, along with all other public authorities are not obliged to accept internal review requests after this period has lapsed.

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 PCC has complied with the terms of the Freedom of Information Act

You can contact Information Commissioner at:

The Information Commissioner's Office – Northern Ireland
10th Floor
Causeway Tower
9 James Street South
Belfast
BT2 8DN

Telephone: 0303 123 1114

Email: ni@ico.org.uk

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,



Fionnuala Murphy
Business and Governance Manager