



Patient and Client Council
5th Floor, 14-16 Great Victoria Street
Belfast
BT2 7BA

7th October 2024

By Email

[REDACTED]

Ref: FOI 2287

Dear [REDACTED]

I am writing to you in response to your Freedom of Information request received by the Patient and Client Council (PCC) on 22nd August 2024 in which you requested information relating to PCC Policies.

Please find the information enclosed. I should advise you that PCC Complaints and PCC Unreasonable Persistent and Vexatious Contacts policies are draft at present. Furthermore, the PCC do not have operational policies per se, as the term advocacy varies for each individual case.

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
Patient and Client Council

Name of Policy	Date
Risk Management Strategy and Policy 2020/2021	January 2020
Northern Ireland Social Care Council Complaints Policy	October 2019
Adult Safeguarding Policy	September 2022
Adverse Weather Policy	December 2021
Attendance at Work Policy	August 2020
Code of Conduct for HSC Employees	September 2016
Conflict, Bullying & Harassment in the Work Place	September 2019
Data Protection and Confidentiality Policy	May 2023
Operational Plan 2024-2025	February 2024
Freedom of Information Policy	July 2023
Gifts and Hospitality Policy	September 2018
Information Governance Strategy and Framework	May 2023
Malpractice Policy	February 2023
Policy on the Management of Unreasonable, Persistent or Vexatious Contacts	August 2023
PCC 100 Day Induction	No date
PCC Appraisal Documentation	No date
PCC's Draft Complaints Policy (includes PCC's unacceptable actions policy)	February 2024
Drugs, Alcohol and Substance Policy	August 2020
Employment Equality of Opportunity Policy	August 2020
PCC Family Pack	September 2020
Fire Safety Policy	September 2020
Fraud Policy	September 2020
Gender Identity and Expression Employment Policy	September 2018
Health and Safety Policy	September 2020
Information Risk Policy	April 2018
Information Security Policy	April 2018
PCC Leave Pack	January 2019
Lone Working Policy	September 2019
Menopause at Work Policy	July 2021
Partial Retirement Policy	September 2020
Security Policy	August 2019
Social Media Policy	September 2020
Supervision Procedure	January 2020
PCC Use of Electronic Mail	September 2019
You're Right To Raise a Concern (Whistleblowing)	September 2020
Zero Tolerance Policy	August 2019
Privacy Policy	June 2018
Records Management Policy	November 2022
Supporting Clients with Challenging issues Policy and Guidance	No date