

Complaints Against the Pharmaceutical Society NI – Outcomes and Learnings

2024

Date	Complaint	Outcome	Learning / Action
01/03/24	No information given when registration application would be processed.	Complaint withdrawn	Relevant staff informed of ongoing issues affecting their area of responsibility and the communication procedure when dealing with enquiries.
01/03/24	No information given when employee's registration application would be processed.	Complaint withdrawn	Relevant staff informed of ongoing issues affecting their area of responsibility and the communication procedure when dealing with enquiries.
11/03/24	Complaint about absence of a key registration member.	Complaint withdrawn	Complaint withdrawn following explanation. Deputy appointed to key post.