

Complaint Form

The Pharmaceutical Society of Ireland (PSI) is the statutory regulator of pharmacists and pharmacies in Ireland. The PSI regulates the profession and practice of pharmacy in the interest of patient safety and public protection.

1. About this form

This form will assist you in making a complaint against a pharmacist or a pharmacy registered with the PSI. Please provide as much information as possible as this will assist the PSI in handling your complaint. For further information on the complaints process please read the Guide to assist you in making a complaint. This is available on the PSI's website www.psi.ie.

A copy of this form and any attachments you provide will be sent to the pharmacist and/or pharmacy named. They will be given an opportunity to provide comments in relation to your complaint.

2. Your details

Name	
Address	
Phone number	
Email address	

3. Details of the pharmacist/pharmacy that you wish to complain about

The more information you can give us, the easier it will be for us to deal with your complaint quickly. Please provide the full name of the pharmacist and/or pharmacy being complained about in order for us to pursue the matter.

Name of pharmacist	
Name of pharmacy	
Address of pharmacy	

4. Details of the incident or event that you wish to complain about

Date(s) of incident/event	
Time of incident/event	
Place incident/event occurred:	
Details of the incident/event and your complaint: *Use the notes section if needed and/or attach a separate page	

Notes

Relevant documentation attached? Yes No

Relevant documentation can include copy of prescriptions, medicine packaging, receipts, letters or other information relating to the complaint.

The Preliminary Proceedings Committee (PPC) of the PSI will consider your complaint. The role of the PPC is to decide whether further action will be taken in relation to complaints received. The PPC may need:

- a. you to verify anything contained in the complaint.
- b. you to give more information in relation to the complaint.
- c. the pharmacist or pharmacy to give more information in relation to the complaint.

5. Next steps

Please send your complaint form and any supporting documentation by:

- **email:** complaints@psi.ie, or
- **post:** Complaints Officer, Pharmaceutical Society of Ireland, PSI House, 15-19 Fenian Street, Dublin 2, D02 TD72.

When the PSI receives your written complaint, we will:

- write and tell you that we have received it;
- send a copy of your complaint to the pharmacist and/or pharmacy;
- give the pharmacist and/or pharmacy an opportunity to provide comments in relation to your complaint;
- send you a copy of the response of the pharmacist and/or pharmacy for further comment;
- send any further comments that you make to the pharmacist and/or pharmacy for their final comment;
- provide the complaint to the PPC, to consider it.

Please note that sometimes we receive complaints that relate to the work or the responsibility of another organisation. When this happens we have a duty to let them know about it. For example, if a complaint raises a concern about the protection of children or a vulnerable person, we are obliged to tell the relevant authority such as TUSLA and / or an Garda Síochána.

The PSI takes its data protection obligations very seriously. We take precautions to protect the confidentiality of your personal information and to ensure your information is treated in accordance with Data Protection legislation. Please review the [Data Protection Statement](#) on our website for details of our use of your information and your rights in relation to this.

I allow:

1. this complaint to be treated by the PSI's Preliminary Proceedings Committee (PPC) as a complaint against any pharmacist or pharmacy that may be identified when the PPC examines my complaint;
2. a copy of this form, and any documents I give with it, to be provided to the pharmacist and pharmacy that the complaint is about.

Signed _____ Date _____