

Guide for Pharmacists and Pharmacy Owners on the Inquiry Process



Table of Contents

About this guide	3
The PSI.....	3
What should you do if a complaint about you is referred to a Committee of Inquiry?.....	4
What happens if the complaint is referred to a Committee of Inquiry?	
What is a Committee of Inquiry?	5
What will happen before the hearing?	5
Who will attend a hearing of a Committee of Inquiry?	7
The day of the hearing	9
What happens at the hearing of a Committee of Inquiry?.....	10
What are Undertakings?	11
What happens after the inquiry?.....	11
How will Council consider the Committee of Inquiry’s Report?	11
Sanction.....	12
Publication	12
When will a sanction take effect?.....	13
Internal market information system (IMI) alert	13
Other information you should know	15
Some words explained	18
Useful documents	20
Directions to the PSI	21

About this guide

The purpose of this guide is to assist pharmacists and pharmacy owners in understanding the procedures that are followed when a complaint is made to the Pharmaceutical Society of Ireland (**PSI**). The complaints process is divided into two stages. Stage one is referred to as the screening stage, and stage two refers to the inquiry stage.

This guide deals with the second stage of the complaints process and what can be expected if a complaint is referred to inquiry after the screening stage. There is a separate guide available on our website that deals with the screening stage, which considers whether further action needs to be taken in relation to a complaint made to the PSI about a pharmacist or a pharmacy

This guide outlines what a registrant can expect if a complaint about a pharmacist or a pharmacy is referred to a Committee of Inquiry. It explains what is to be expected before, during and after an Inquiry.

At the back of this guide you will find an explanation of some the words and terms used throughout the complaints and disciplinary process.

The PSI

The PSI is the statutory regulator of pharmacists and pharmacies in the Republic of Ireland. We regulate the profession and practice of pharmacy in the interest of patient safety and public protection.

One of the ways in which the PSI carries out its function is by handling complaints raised about pharmacists and pharmacies. Part 6 of the Pharmacy Act 2007 (**the Act**) sets out the process to be followed when a complaint is made. Once the PSI receives a complaint that falls within its remit, it is required by law to follow the procedure set out in Part 6 of the Act to its conclusion.

This guide is not a legal interpretation of the Pharmacy Act 2007. The details of the complaints and disciplinary process is contained in full in the Act, which is available on the PSI website.

What should you do if a complaint about you is referred to a Committee of Inquiry?

1. If you are notified that a complaint made about you has been referred to a Committee of Inquiry, it is advisable that you consult your insurers/indemnifiers, representative body or solicitor. The PSI cannot provide legal advice.
2. Preparation for the Inquiry is carried out by solicitors acting for the Registrar of the PSI (**Registrar**). You can contact the solicitor who is dealing with your case at any time to clarify any part of the procedure that is unclear. Please note that the solicitor acting for the Registrar cannot offer advice or comment on the potential outcome of the case.
3. Having your fitness to practise investigated can be difficult and stressful. It may be useful to consider having support and appropriate advice available to you during this time. The Practitioner Health Matters Programme is a confidential service, which provides support and appropriate medical care for health practitioners, including pharmacists, in Ireland who may be going through a difficult time with stress, mental health difficulties or who may have an alcohol or drug misuse problem. It is fully independent and separate from the PSI. The Practitioner Health Matters Programme can be contacted by telephone on 01 297 0356 or visit <http://practitionerhealth.ie/>
4. Throughout the process all correspondence will be sent to the address that you provided to the PSI as part of your registration record. It is your responsibility to ensure the contact details that the PSI holds for you are correct and up to date at all times. If you would prefer to be contacted on a different email or postal address, please notify the PSI.

What happens if the complaint is referred to a Committee of Inquiry?

What is a Committee of Inquiry?

- A hearing before a Committee of Inquiry is similar to a hearing before a court or tribunal. There are two Committees of Inquiry:

- (i) The Professional Conduct Committee (**PCC**) deals with complaints about professional misconduct and/or poor professional performance, or any other ground of complaint under section 35 of the Act, except impairment. The Committee is made up of pharmacists and non-pharmacists. Usually, three members of the Professional Conduct Committee hear each case; one pharmacist and two non-pharmacists.

These hearings are normally held in public. This means that the media and other members of the public may be present for the inquiry. The date, time and location of the inquiry will be published on the PSI's website a short time in advance of the Inquiry, however your name will not appear on the website.

- (ii) **The Health Committee** deals with complaints about the impairment of a pharmacist's ability to practise due to a physical or mental ailment, an emotional disturbance or an addiction to alcohol or drugs. The Committee is made up of pharmacists and non-pharmacists. Usually, three members of the Health Committee hear each case; one pharmacist and two non-pharmacists. The Health Committee will have a registered medical practitioner to advise it on medical issues but he or she will not take part in decisions.

These hearings are normally heard in private. This means that no media or other members of the public will be present during the hearing. The PSI will not publish information on its website in advance of the inquiry.

- A legal assessor sits with the PCC and the Health Committee during the hearing and provides independent legal advice to the Committee about legal and procedural issues. The legal assessor will not take part in decisions.

What will happen before the hearing?

1. Solicitors for the Registrar will examine the complaint and gather relevant documents which can include medical records and pharmacy records. For example, a pharmacy may be

required to release all documentation it holds (including in electronic format) in relation to a particular matter or patient.

2. Sometimes the solicitors for the Registrar may seek this documentation through a production summons. This summons is granted by the Committee of Inquiry, and it formally requires the person issued the summons to produce the documentation detailed on the summons within a certain timeframe.
3. Solicitors for the Registrar will interview witnesses and take witness statements. A witness statement sets out the nature of the evidence the witness will give at Inquiry. You will be provided with a copy of all witness statements taken.
4. A witness may also be asked to attend the inquiry and give evidence in person. In general, witnesses are asked to voluntarily attend at the inquiry. However, an official witness summons can be served, for example, where a witness refuses to attend. It is issued by the Committee of Inquiry. It has the same effect as a summons issued by the High Court. It is an offence for a person to ignore a witness summons.
5. Solicitors for the Registrar will often ask an independent expert pharmacist to review the complaint and all the documents to prepare an expert report. The role of the expert is to provide his/her opinion on whether, if the facts are proven, the conduct complained of would, for example, amount to professional misconduct and/or poor professional performance. Other types of experts may be instructed depending on the nature of the complaint. For example, an independent medical expert may be instructed where there is an allegation which relates to a health matter. The independent expert is not instructed by the PSI until all the relevant documentation and witness statements have been gathered. You will be provided with a copy of any expert report obtained by the PSI.
6. A Notice of Inquiry that sets out the allegations being made against you is then prepared. It also identifies who will be called to give evidence at the hearing. The Notice of Inquiry will be sent to you or your legal representative before the hearing so that you are aware of the allegations being made.
7. Once all this has been done, a date will be set for the hearing. A letter will be sent to you detailing the Inquiry date, time and venue. You will be given at least 30 days advance notice of this date. You should inform the PSI as soon as possible if you are not attending the hearing or if you are not being represented at the hearing. If you are unable to attend the hearing and you wish to provide evidence, you are entitled to make submissions to the Committee of Inquiry so that your evidence may be heard by way of live-video link or by other modes of transmission.

8. Sometimes the PCC or the Health Committee hold a meeting called a **call-over**. This is separate to the Inquiry. At a call-over meeting, the Registrar provides the Committees with an update on the current status of all complaints that are being prepared for inquiry. You and/or your legal representative will be entitled to attend the call-over for the part of the meeting which deals with the complaint against you. You will be given notice of the date and time of the call-over. A call-over can also be an opportunity for preliminary applications to be heard by the Committee of Inquiry. This can include an application for the hearing to be heard in private. You must provide advance notice in writing of any application you intend to make at the call-over meeting. You or your legal representative will be given a written record/transcript of the call-over.

Who will attend a hearing of a Committee of Inquiry?

1. **You and/or your legal representative:** You may attend the hearing on your own or with a legal representative. You may also be accompanied by a family member, friend or a colleague. The PSI will make all reasonable efforts to ensure your availability to attend the inquiry. However, if you do not attend or you are not represented, the Committee of Inquiry may decide to proceed with the hearing in your absence.
2. **The Committee:** At least three people will sit on each Committee of Inquiry, and there will always be a non-pharmacist majority. One member of the Committee will act as Chair. The Chair of the Committee will make an opening statement at the inquiry and ensure that the hearing follows the correct procedure.
3. **Legal assessor:** A legal assessor, who is generally a barrister or solicitor, will sit alongside the Committee. The Legal Assessor advises the Committee about law and procedure but he or she does not take part in decisions.
4. **Registered medical practitioner:** If the case is being heard by the Health Committee a registered medical practitioner will advise on medical issues but he or she will not take part in decisions.
5. **Registrar's legal representative:** The Registrar of the PSI presents the case to the Committee of Inquiry. The Registrar will usually have a solicitor or barrister to present evidence in relation to the complaint.
6. **Witnesses:** Two main types of witnesses present evidence at the inquiry:
 - **Factual witnesses:** These witnesses are called by either you or the Registrar's legal representative to present factual evidence. The witness will answer

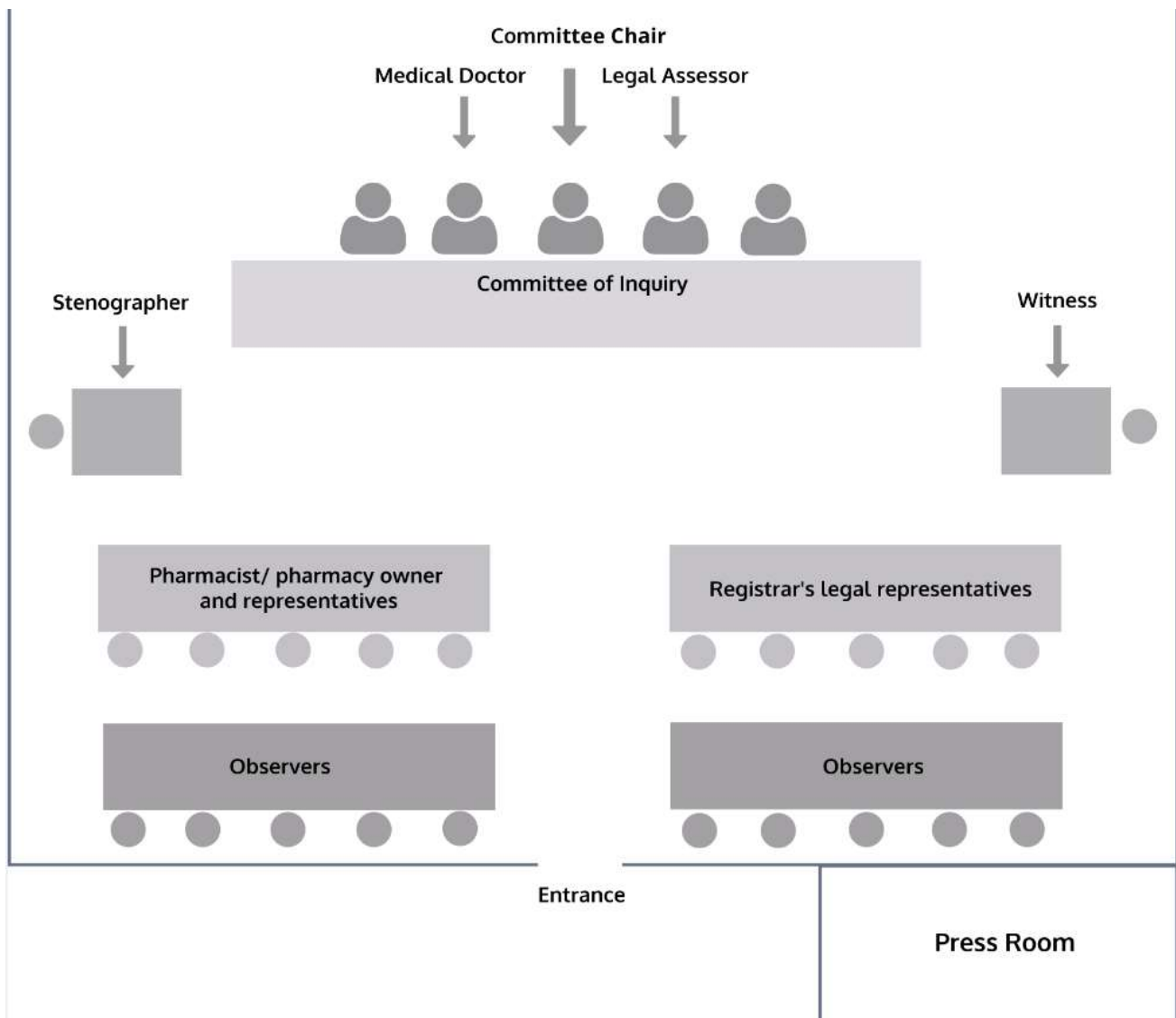
questions from your legal representative, the Registrar's legal representative and the Committee.

- **Expert witness:** The independent expert who previously prepared the expert report on behalf of the PSI will be present to give evidence. In health cases, an independent medical expert may be called to give oral evidence. The expert can also be questioned by you or your legal representative on the expert report. You are also entitled to call your own expert witness.
7. **Stenographer:** A stenographer will record the evidence given and produce a transcript (written record) of the inquiry. The transcript will be provided to you and your legal representative, as soon as possible after the hearing.
 8. **Members of the public:** If the case is to be heard in public, members of the public can attend.
 9. **Members of the press/media:** If the case is to be heard in public, members of the press can also attend.

Inquiry Room at PSI House, Dublin



Figure 1: Seating plan for hearing - the room is set up the same way for each hearing



The day of the hearing

- You should arrive at least 30 minutes before the hearing starts. You will be met in the reception area on the ground floor of PSI House and a member of staff will bring you to a meeting room. The meeting room will be available to you, your representatives and family members/ friend/colleague throughout the hearing.
- Please ask a member of staff if you would like to be shown the layout of the Inquiry room before the hearing starts or in the weeks coming up to the Inquiry.
- Please note any family member or friend who accompanies you must sit in the public seating area at the back of the inquiry room during the hearing.

- Although most hearings are in public, there may be certain times where your family members or friends, the media and the public may be asked to leave the hearing room where confidential matters are being discussed.

What happens at the hearing of a Committee of Inquiry?

- The hearing starts with the Committee introducing themselves. The Committee will ask whether there are any preliminary applications which either you or your legal representative or the Registrar's legal team wish to make. If a preliminary application is made, the Committee will hear submissions from your legal representative and the Registrar's legal representative in relation to the application.
- Once any preliminary applications have been dealt with, the main part of the hearing is then started. The Registrar's legal representative reads out the Notice of Inquiry which details the allegations made against you. Please remember that you are presumed innocent of these allegations. It is the role of the Registrar's legal team to prove these allegations and the allegations must be proven beyond reasonable doubt.
- The Registrar's legal representative will then go through the evidence in relation to the complaint. He/she will call relevant witnesses, including factual and expert witnesses, to give evidence about the complaint. You or your legal representative can cross-examine the witnesses called by the Registrar. The Committee may also ask the witnesses questions.
- Once the Registrar has presented his/her case, you, or your legal representative, may also present evidence and call your own witnesses. You may give evidence if you wish, however, you are not obliged to do so. Any witnesses you call may be cross examined by the Registrar's legal representative. The Committee may also question your witnesses.
- The Committee will decide whether the complaint is proven or partly proven. Where an allegation is proven, the Committee will make a finding/s of, for example, poor professional performance or professional misconduct or impairment of a registrant's fitness to practise.
- Most inquiries last for approximately one to two days, however, some can go on longer depending on the complexity of the complaint.
- The Committee of Inquiry has the power to make an award of costs against either party to the complaint in specific and appropriate circumstances.

What are Undertakings?

At any stage during the hearing, it is open to the Committee of Inquiry to request you to do one or more of the following:

- to undertake not to repeat the conduct to which the complaint relates;
- to undertake to attend specified educational courses, training or other means of improving your competence to practise or to carry on a retail pharmacy business;
- to consent to undergo medical treatment; and/or
- to consent to being admonished or censured by the Council.

If you decide to provide the undertaking or consent requested by the Committee, the Inquiry is brought to an end and no further evidence is called. If you chose not to give the undertaking or consent requested, the Committee will proceed with the hearing as if the request had not been made.

What happens after the Inquiry?

Once the hearing concludes, the Committee will prepare a written report setting out the complaint, the evidence presented and the findings, together with its reasons. It will also note whether undertakings were requested and subsequently accepted or rejected. A copy of this report will be provided to you or your legal representative.

If the Committee finds that the allegations are proven or some of the allegations are proven, it will say this in the report. The report will also identify those allegations which have not been proven. Where the allegations are proven, the report will say whether the act or omission amounts to a finding of poor professional performance, professional misconduct or any other relevant breach. The Committee will make recommendations in the report in relation to the sanction it believes should be imposed as a result of their findings. The Committee of Inquiry does not impose a sanction on a registrant following a hearing. It is the role of the Council of the PSI (**the Council**) to decide on the sanction to be applied.

How will Council consider the Committee of Inquiry's Report?

- The Registrar's legal representatives will present the Committee of Inquiry's report to the Council for its consideration, at a formal meeting of the Council. You or your legal representative may attend this Council meeting and make representations to Council in relation to the sanction to be imposed. Alternatively, you may make representations in writing to the Council on these matters. This meeting is held in private. During this meeting, the Council will:
 - (i) note any undertakings you provided to the Committee; and/or
 - (ii) consider what sanction should to be applied to your registration, if the Committee made findings against you; and

- (iii) consider whether to give public notice of the sanction on the PSI website and in the PSI newsletter.

Sanction

- If you consented to being admonished or censured by the Committee of Inquiry as part of undertakings provided to the Committee of Inquiry, the Council will formally admonish or censure you at the meeting; and/or
- If the Committee of Inquiry makes findings (such as poor professional performance or professional misconduct), the Council **must** apply one of more of the following sanctions:
 - admonish or censure you or the pharmacy;
 - attach conditions to your registration or the pharmacy's registration;
 - suspend your registration or the pharmacy's registration for a set time;
 - cancel your registration or the pharmacy's registration; and/or
 - forbid you from applying to restore your name, or forbid the pharmacy from applying to restore its name, to the Register for a specified time.
- Where the Council imposes a disciplinary sanction, you shall be notified in writing of the:
 - disciplinary sanction imposed;
 - Council's reasons for imposing the sanction; and
 - date of the decision.
- The PSI will also notify your employer, if known, and the Minister for Health of the outcome of the complaint.
- Please see our [Guide to Sanctioning](#) for more information, which is available on our website.

Publication

In the public interest, the PSI declares and upholds standards of practice and promotes confidence in the profession of pharmacy. Among the ways in which it achieves these aims is through the publication of the outcome of disciplinary proceedings. When it is referred to Council, it will consider the sanction to be imposed and decide whether the outcome should be published on the website or newsletter. Once the Council decide on the matter of sanction at the Council meeting, it will then consider whether to give public notice of the sanction on the PSI website and in the PSI newsletter. You or your representative may make representations to Council in relation to whether this sanction should be published. For more information on the publication of sanctions please see our [Disciplinary Procedures](#)

[Publication and Disclosure Policy](#), which can be accessed on our website. You shall be notified in writing of the Council's decision regarding publication of the sanction imposed.

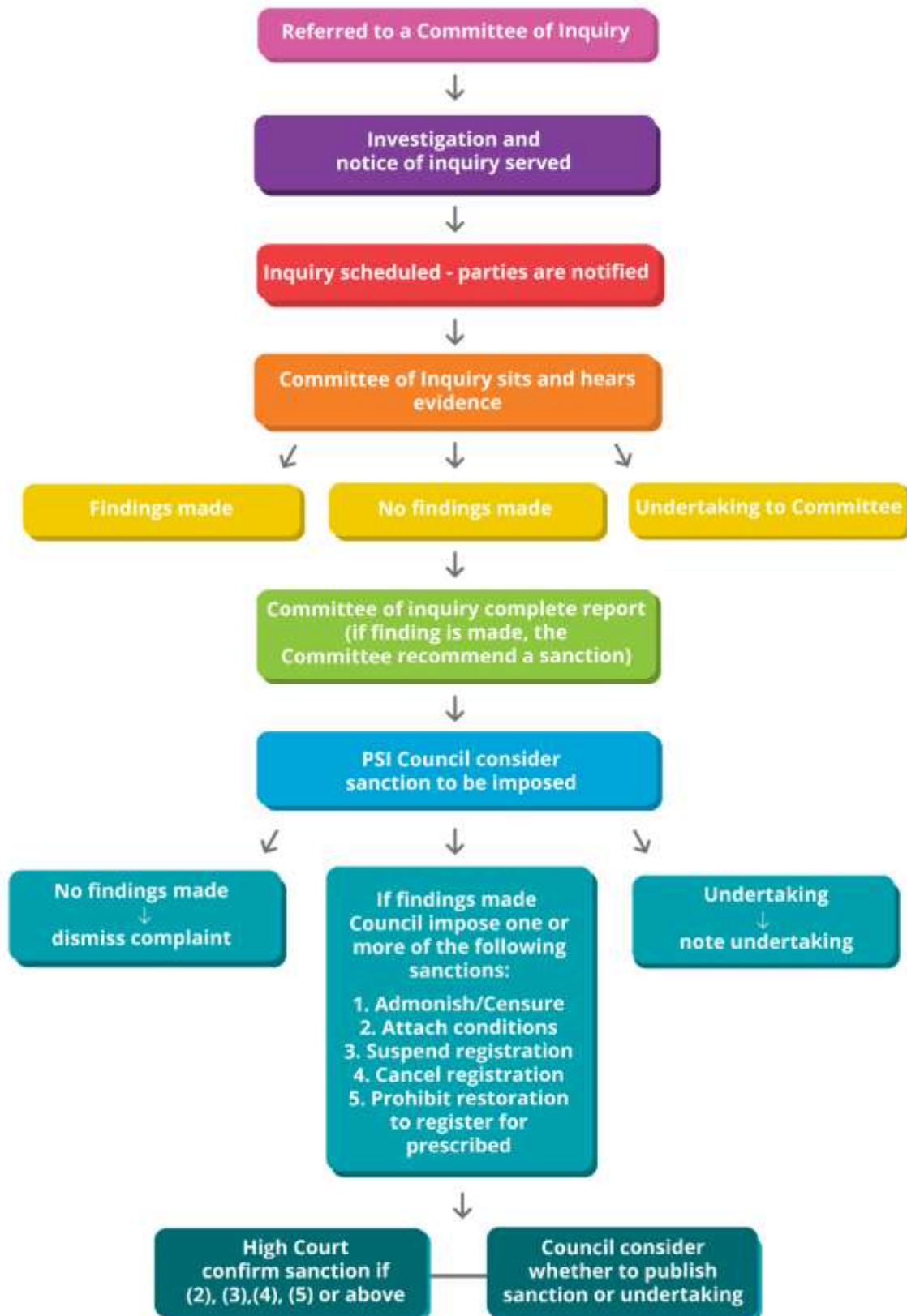
When will a sanction take effect?

- An admonishment or censure is effective from the date of the Council decision, you cannot appeal this sanction.
- All other sanctions have to be confirmed by the High Court. The application to the High Court cannot be made until at least 30 days from the date you receive notice of the Council's decision regarding sanction. During that 30 day period you may make an appeal to the High Court against the findings, the sanction or both.
- After 30 days, the PSI must apply to the High Court to have the sanction confirmed. You will be notified of the date the Registrar intends to put the matter before the High Court.
- With the exception of a suspension, any sanction confirmed by the High Court is effective from the date it was considered by the High Court. For example, if the High Court confirms the attachment of conditions to a pharmacist's registration on 3 January, these conditions are effective from the 3 January. If the High Court confirms a sanction to suspend your registration, this will not take effect until seven days after the date on the High Court Order.

Internal market information (IMI) alert system

The IMI alert system is an electronic system which legally requires all European regulators to exchange information about registrants who have been prohibited from practising or who have had restrictions placed on their registration. This requirement came into effect in January 2016. This means that the PSI must place an alert or notification on the IMI system if a registrant has been prohibited from practising or has restrictions placed on his/her practice. For example, if a pharmacist has conditions attached to their registration, this information must be posted on the IMI system which is visible to other pharmacy regulators in Europe. Once the restriction has expired or has been lifted, we will remove the alert from the system.

Figure 2: Summary of when a complaint requires further action



Other information you should know

How long will it take from the time the complaint is referred against me to the time the complaint is closed?

We recognise that when a complaint proceeds to a Committee of Inquiry, it can be very stressful. We always try to ensure complaints are considered promptly. However, some complaints are more complex and it may take longer to gather all the information the Committee of Inquiry needs to reach a fair decision. As much as possible, we will keep you informed at each stage of the complaints process and we will endeavor to conclude the complaint process within two years from the date of receipt of the formal complaint.

How is my registration affected when a complaint against me is referred to a Committee of Inquiry?

Your registration status does not change when a complaint against you is referred to a Committee of Inquiry, you can still work and carry out your duties, as required. The only exception to this is where the High Court ordered an interim suspension of your registration pending the conclusion of the complaint process. See below for further details.

If you are subject to a complaint, you **must** declare it on your annual PSI continued registration form. If you are registered with another regulator you may also have to notify them as part of the registration process.

Can I come off the register voluntarily during the complaints process?

The PSI cannot accept an application from you to remove your name from the register if you are the subject of an ongoing complaint.

Can I request a certificate of current professional status during the complaints process?

The PSI may provide a certificate of current professional status for you while you are involved in an ongoing complaint. The certificate will state that you are the subject of an unproven complaint but will not provide any details of the complaint.

How does the outcome of a hearing affect my registration and practice?

- If the case is referred to a Committee of Inquiry and the allegations are **not upheld** and no sanctions are imposed, your registration is not affected.

- If the complaint is **upheld** and the Council has admonished or censured you, then your registration is not restricted. However, the PSI is obliged to notify your employer and the Minister for Health to inform them of the outcome of the complaint.
- If the complaint is **upheld** and the Council attached **conditions** to your registration, your registration is restricted and you will be required to practise in accordance with the conditions attached to your registration.
 - (i) **Non-health conditions:** We will normally publish these conditions in the PSI online register where they will be visible to the public. The date of expiry of the conditions will also be visible on the public online register. If conditions are attached to your registration, the PSI is required to inform the other pharmacy regulators in the EU about the restrictions which have been imposed using the IMI alert system. The conditions will also be notified to your employer, if known, and the Minister for Health.
 - (ii) **Health conditions:** The detail of conditions in relation to a health issue will not usually be available on the online register, although the register will indicate that conditions have been attached. In these circumstances the PSI, where requested may give details of the conditions to persons who have an appropriate interest in knowing what the conditions are. The conditions will also be notified to your employer, if known, and the Minister for Health. If conditions are attached to your registration, the PSI is required to inform the other pharmacy regulators in the EU about the restrictions which have been imposed using the IMI alert system.
- If the complaint was **upheld** and you have been **suspended** from the register, the suspension takes effect 7 days after the date of the High Court Order. During the period of the suspension your name will not be visible the public on the online register.
- Depending on the outcome of the case it may affect your eligibility to act as a tutor pharmacist, or the eligibility of a pharmacy to operate as a training establishment, for the purposes of the National Pharmacy Internship Programme. Please see our Policy on eligibility for recognition as a tutor pharmacist or as a training establishment vis-à-vis convictions and sanctions for more information, available on our website.

Can the PSI suspend my registration, or the pharmacy's registration, before an Inquiry?

If a complaint indicates that there is a serious and immediate risk to the health and safety of the public, the Council will consider whether it is appropriate for the pharmacist to continue to practise or for the pharmacy to continue to operate while the complaint is progressed. This is generally considered when the complaint is first received, however, it can take place at any stage of the complaints process.

The PSI Council must consider whether it is appropriate to apply to the High Court under section 45 of the Act, for an order to suspend the registration of the pharmacist or the pharmacy. At the Council meeting the pharmacist and/or pharmacy owner in question will be invited, with a legal representative if they wish, to address the Council in its consideration of whether an application to the High Court is necessary.

If the Council decides an application to the High Court is necessary, the Council will proceed to apply to the High Court for an interim suspension of registration. It is ultimately a decision for the High Court as to whether an interim suspension should be granted.

If the High Court decides to suspend your registration, your name will no longer be visible on the public online register and you must not practise in any capacity as a pharmacist. If the High Court decides to suspend the registration of a pharmacy premises, the premises must not open to the public or operate in any capacity as a retail pharmacy business.

Can the PSI refer information about the complaint to other bodies or agencies?

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 the Gardaí

Some words explained

Admonish

To reprimand firmly

Allegation

The charge or charges faced by the pharmacist or pharmacy owner because of the complaint

Censure

To criticise strongly

Conditions

The PSI Council can impose a sanction where conditions are attached to a pharmacist's registration or a pharmacy's registration, including restrictions on practise as a pharmacist or operation of a pharmacy

Evidence

What a witness says at the inquiry and the documents including photographs and videos that are brought before an inquiry

Expert Witness

An independent pharmacist or other person such as a medical doctor who may be called by either side of a complaint at an inquiry

Health Committee

The Committee of Inquiry which deals with complaints about the impairment of a pharmacist's ability to practise because of a physical or mental ailment, emotional disturbance or addiction to alcohol or drugs

Inquiry

A hearing similar to a hearing before a court or tribunal

Legal Assessor

A barrister or solicitor who advises the Committees of Inquiry

Pharmacy Owner

A pharmacy owner refers to the person who is carrying on a retail pharmacy business (pharmacy). The owner is entitled to the profits of the pharmacy and they are liable for any losses sustained by the pharmacy. Under the Pharmacy Act 2007, a pharmacy owner has particular responsibilities. The ownership of a pharmacy can be held by a:

- a) Sole trader who is a registered pharmacist;
- b) Partnership which is made up of two registered pharmacists;
- c) Corporate Body; or
- d) Representative of (a), (b), or (c) in certain exceptional circumstances which are described in the Act.

Poor professional performance

Any failure to meet the standards of competence that would be reasonably expected of a registered pharmacist. Any such failure must be serious.

Professional misconduct

Behaviour that goes against the code of conduct for registered pharmacists or that involves fraud, dishonesty or other unacceptable behaviour. (Professional misconduct is defined in full in the Pharmacy Act 2007. The Act is available online on the PSI website or www.irishstatutebook.ie. The full definition is in Complaints, Inquiries and Discipline on page 29 of the Act.)

Preliminary Proceedings Committee

The Committee that considers or screens all complaints received by the PSI and advises the Council on the action to take

Professional Conduct Committee

The Committee of Inquiry which deals with complaints about professional misconduct and/or poor professional performance and other matters

Production Summons

A production summons is granted by a Committee of Inquiry. It requires the person to whom it is issued to produce records, other documents or property or to make them available for review.

Registrar

The Registrar, sometimes called the Chief Officer, of the Pharmaceutical Society of Ireland (PSI) presents the evidence in support of the complaint

Sanction

The type of penalty that may be imposed on a pharmacist or pharmacy

Stenographer

A person who records everything in shorthand type during an inquiry

Useful documents

The following documents can be found on the PSI website www.psi.ie:

- The Pharmacy Act 2007
- Code of Conduct for Pharmacists
- Guide to assist you in making a complaint about a pharmacist or pharmacy
- Guide for Pharmacists and Pharmacy Owners on the Complaints Process
- PSI Mediation Guidelines
- PSI Disciplinary Procedures Publication and Disclosure Policy
- PSI Guide to Sanctioning
- PSI Policy on eligibility for recognition as a tutor pharmacist or as a training establishment vis-à-vis convictions and sanctions

The Pharmaceutical Society of Ireland, PSI House, Fenian Street, Dublin 2, D02 TD72



Link to map for directions: <http://www.thepsi.ie/tns/contact-us/contact-us.aspx>

Public transport links

The nearest Dart/Commuter Rail Station is Pearse Station, Westland Row, Dublin 2. The station is a five minute walk from Fenian Street.

Car parking facilities

PSI House does not have visitor car parking facilities. There is on street pay parking and public car parks available nearby.

Contact telephone number for PSI reception

01 218 4000