

A quick guide to the Complaints Procedure

Complaints Procedure

You can make a complaint in person, by phone, by email or in writing. The Commission has a **2 stage complaints procedure**.

The Commission will always try to deal with your complaint quickly. But if it is clear that the matter will need in-depth investigation, the Commission will talk to you about this, agree a way forward and keep you updated on our progress.

Stage 1: Frontline Response

The **Commission** will always try to respond to your complaint quickly, within **5 working days** if we can.

If you are dissatisfied with the Commission's response, you can ask us to consider your complaint at Stage 2.

Stage 2: Investigation

The Commission will look at your complaint at this stage if you are dissatisfied with our response at Stage 1.

The Commission will acknowledge your complaint within **3 working days**. The Commission will confirm the issues of complaint to be investigated and what you want to achieve.

The Commission will investigate the complaint and give you our decision as soon as possible. This will be after no more than **20 working days** unless there is clearly a good reason for needing more time.

Northern Ireland Public Service Ombudsman

If, after receiving the Commission's final decision on your complaint, you remain dissatisfied with the decision or the way the Commission have handled your complaint, you can ask NIPSO to consider it. NIPSO will assess whether there is evidence or service failure, or maladministration not identified by us which requires further investigation. NIPSO will signpost you to alternative independent reviewers and provide contact details (where relevant).