

COMPLAINTS PROCEDURE

Our complaints procedure

NICCY is committed to providing high quality services to all our stakeholders and especially to children, young people and their parents or carers. We recognise however, that we sometimes get things wrong or make mistakes. To deal with this we have the following complaints procedure.

We will deal with your complaint

We do not look on complaints as unwanted. They help us to see where our services or procedures might be improved. So please do let us know where you feel we have made a mistake or done something which you found unsatisfactory or unacceptable. Even if you do not think your particular concern amounts to a 'complaint' we would still like to know about it. You may help us to deal with something we would otherwise overlook.

How to complain

Step 1: Contacting us

The first step is to talk to a member of NICCY staff. This can be done quite informally, either directly or by telephone.

Usually, the best staff member to talk to will be the person who dealt with the matter you are concerned about, as they will be in the best position to help you quickly and to put things right. If they are not available, or you would prefer to approach someone else, then ask for their relevant line manager.

We will try to resolve the problem on the spot if we can. If we can't do this, for example, because information we need is not to hand, then we will take a record of your concern and arrange the best way and time for getting back to you. This will normally be within five working days or we will make some other arrangement acceptable to you.

Step 2: Taking your complaint further

We hope you will only feel the need to make a formal complaint as a last resort and that you will complain to the person dealing with the matter first to give them a chance to put things right. However, if you are still unhappy, the next step is to put your complaint in writing to the Chief Executive of NICCY, setting out the details, explaining what you think went wrong and what you feel would put things right. If you are not happy about writing a letter, you can always ask a member of staff to take notes of your complaint. You should make sure you agree with what they have recorded and that they provide you with your own copy for reference. This record will be passed promptly to the Chief Executive to deal with.



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Once the Chief Executive receives a written complaint, he will arrange for it to be fully investigated. Your complaint will be acknowledged in writing within five working days of receiving it and the letter will say when you can expect a full response. This should normally be within three weeks unless the matter is very complicated (for example, where other organisations need to be contacted). Where this is the case, we will still let you know what action is being taken and tell you when we expect to provide you with a full response.

Step 3: The next stage

If you are not satisfied with the Chief Executive's investigation you can take your complaint to the Commissioner. This is the most senior person in NICCY. All materials relating to your complaint and to the Chief Executive's investigation will be passed to the Commissioner. The Commissioner will let you know within seven working days that she has received your complaint and tell you when to expect a full response from her.

Taking your complaint outside the organisation

If you are not satisfied with the Commissioner's response, you can seek advice from outside the organisation. You can contact the Office of the Northern Ireland Ombudsman. Their contact details are as follows:

The Ombudsman's Office
Progressive House
33 Wellington Place
Belfast
BT1 6HN

Telephone: (028) 9023 3821
Fax: (028) 9023 4912
Email: ombudsman@ni-ombudsman.org.uk

Heads of Departments

The Head of Research, Policy and Service Review, Alex Tennant, is responsible for carrying out and commissioning research, consultation responses, policy statements, review of services, and carrying out formal investigations.

Telephone: 028 9031 6366



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The Head of Communications and Participation, Marlene Kinghan, is responsible for raising children and young people's awareness of their rights, finding out the views of children and young people, communicating with the public, advertising, press statements, and NICCY's website.

Telephone: 028 9031 6397

The Head of Legal and Complaints, (currently vacant) is responsible for providing a complaints and advice service, and managing individual cases.

Telephone: 028 9031 6378

Corporate Services, is responsible for financial reporting, invoices and payments, human resources, booking of rooms to external organisations, recruitment of staff, health and safety, and information technology.

Telephone: 028 9031 6380

Gerard Campbell is the Chief Executive.

Telephone: 028 9031 6362

Patricia Lewsley is the Commissioner for Children and Young People in Northern Ireland.

Telephone: 028 9031 6362

Our address and contact details are;

NICCY

Millennium House

17-25 Great Victoria Street

Belfast

BT2 7BA.

Telephone: 028 9031 1616

Fax: 028 9031 4545

Minicom: 028 9031 6393

Relay Service: 0870 240 9598 to contact NICCY on 028 9031 1616

This policy was approved at a meeting of NICCY's Senior Management Team on 22nd February 2007.

