NICCY Complaints Policy and Procedures

NICCY is committed to providing high quality services to everyone we engage with, especially to children, young people and their parents or carers. We recognise however, that we may sometimes get things wrong or make mistakes.

NICCY does 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.

**January 2019**

HOW TO COMPLAIN

CONTACT DETAILS

Our address and contact details are:

Northern Ireland Commissioner for Children and Young People

Equality House

7 - 9 Shaftesbury Square

Belfast

BT2 7DP

Telephone: 028 9031 1616 Email: [info@niccy.org](mailto:info@niccy.org)

**NIPSO** contact details are:

NI Public Service Ombudsman

Progressive House

33 Wellington Place

Belfast

BT1 6HN

**Telephone:** 028 9023 3821 **Email**: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)

COMPLAINT FORM

**Name:**

**Address:**

**Telephone:**

**Email Address:**

**Name of the staff member complained about (if applicable):**

**Details of the complaint, giving as much detail as you can:**

**What would you like us to do to make things right?**

**Any documents or communication to support your complaint (please send photo copies, not originals):**

**Signed: Date:**

A full version of this policy and complaints form is available on our website.