

**ARMAGH CITY, BANBRIDGE AND CRAIGAVON BOROUGH COUNCIL**

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<b>Policy Nominated Officer:</b>	<b>Martina McNulty, Head of Department: Strategy &amp; Performance</b>
<b>Equality screened/Rural Impact Assessed by</b>	<b>Denise Girvan, Improvement Manager Martina McNulty, Head of Department: Strategy and Performance</b>
<b>Equality screening/Rural Impact Assessment date:</b>	<b>September 2023</b>
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<b>Approved by:</b>	<b>Full Council 23 October 2023</b>
<b>Review Date:</b>	<b>23 October 2026</b>

**AMENDMENT RECORD SHEET**

Remove and destroy old pages. Insert new pages as indicated.

<b>Revision Number</b>	<b>Page Number</b>	<b>Date Revised</b>	<b>Description of Revision</b>
1			Policy updated in line with NIPSO Model Complaint Handling Procedure for Government Bodies June 2023 (MCHP).

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## **1.0 INTRODUCTION**

Armagh City, Banbridge and Craigavon Borough Council is committed to providing excellent services to all of our residents, businesses and visitors to the Borough, or to anyone with whom we engage. There may, however be times when customers feel that our services have fallen below the standard they expect.

This policy is in place to ensure that where a customer has taken the time to make a complaint, that we will respond as promptly as possible to ensure a resolution and if they are still dissatisfied that we have a process in place to ensure that the complaint can be further investigated.

We welcome the feedback obtained about our services and will use it to continually improve service delivery and improve customer satisfaction. We are also committed to ensuring that the overarching Statement of Principles, as set out by in Northern Ireland Public Services Ombudsman (NIPSO) guidance; are reflected and adhered to.

This policy is aligned with the NIPSO: Local Government Model Complaints Handling Procedure and should be read and implemented in conjunction with it. ([insert web link when available](#))

## **2.0 AIM / PURPOSE**

The aim of this policy is to ensure that all complaints are dealt with in accordance with the *NIPSO Model Complaint Handling Procedure for Government Bodies June 2023 (MCHP)*, in a fair and consistent manner.

The Policy sets out how our services users can make a complaint/ provide feedback and how Council will manage the process.

Information obtained from customer complaints will be used to help us continually improve our service delivery and provide excellent customer care.

## **3.0 SCOPE**

All Armagh City, Banbridge and Craigavon Borough Council staff should be aware and knowledgeable of the policy and procedures commensurate with their role. Elected Members will be in frequent contact with their constituents who may have complaints, feedback or compliments about Council services and their knowledge of this policy will enhance their community leadership role.

The Policy applies to all Council departments, the work of contractors and/or anyone providing services on behalf of Council.

Armagh City, Banbridge and Craigavon Council aims to provide a quick, simple and streamlined process for responding to complaints early and believes a complaint is best dealt with by those who provide the service.

## 4.0 POLICY DETAILS

A complaint is defined as: *“an expression of dissatisfaction by one or more members of the public about Council’s action or lack of action, or about the standard of service provided by or on behalf of Council”*.

Where an employee also receives a service from Council as a member of the public, they may also complain about that service.

A complaint must relate to something for which Council has responsibility, for example:

- failure or refusal to provide a service
- inadequate quality or standard of service, or an unreasonable delay in providing a service
- dissatisfaction with one of our policies or its impact on the individual
- failure to properly apply law, procedure or guidance when delivering services
- failure to follow the appropriate administrative process
- conduct, treatment by or attitude of a member of staff or contractor (except where there are arrangements in place for the contractor to handle the complaint themselves)
- a concern about the actions or service of an organisation who is delivering services on behalf of Council
- disagreement with a decision, (except where there is a statutory procedure for challenging that decision, or an established appeals process)
- dissatisfaction with how an element of a decision was administrated.

Procedures for dealing with complaints have been developed to ensure a consistent and fair approach in the handling of complaints in line with NIPSO’s Model Complaints Handling Procedure.

It is anticipated that the majority of complaints will be handled at Frontline (Stage 1), however if the customer remains dissatisfied with the frontline response this can be escalated to Stage 2. Wherever possible, complaints will be investigated by someone not involved in the complaint.

As Council departments and the services that they provide vary in nature, each Head of Department will assign responsibility to relevant employees for ensuring the Council’s Complaint Handling Procedure is followed.

It should be noted that in some cases complaints will be received which are not Council responsibility, they will be noted as such, and the complainant will be advised of the appropriate organisation who they should refer their complaint to.

A complaint does not cover the areas of:

- an initial request for service or assistance which will be dealt with under normal departmental business
- Appeals against a decision of Council e.g. an appeal against planning decision, food hygiene rating
- Freedom of Information (FOI), Environmental Information Request (EIR), Subject Access Request (SAR), Rectification Request, Data Breach complaint
- Safeguarding
- Raising Concerns
- Grievances

- Fraud
- Health & Safety
- Section 75

These fall outside the scope of the Complaints Handling Procedure and are dealt with under other relevant/related policies and procedures.

## HOW TO MAKE A COMPLAINT

Complaints (comments/feedback) can be accepted from individuals or organisations who come into contact with, had direct experience of or are affected by Council's services. Complaints can also be accepted by a person acting on behalf of someone and have been given authority to do so, but cannot e.g., because of a disability.

We would request that a complaint is firstly raised with a member of staff in the relevant department/service/facility/venue. Where possible personal callers should complete the complaints form. (available at all Council facilities)

Complaints can be received in the following ways:

- **Verbally**
- **Online via Council website:** at: [www.armaghbanbridgecraigavon.gov.uk/complaints](http://www.armaghbanbridgecraigavon.gov.uk/complaints) or at any of our Council offices/facilities/venues.
- **Email:** [complaints@armaghbanbridgecraigavon.gov.uk](mailto:complaints@armaghbanbridgecraigavon.gov.uk)
- **By telephone:** 0300 0300 900 (and asking for the relevant department)
- **By letter:**  
Performance Team  
Armagh City, Banbridge & Craigavon Borough Council  
Old Armagh City Hospital  
39 Abbey Street  
ARMAGH  
BT61 7DY
- **By Textphone:** 028 3832 9757
- **Via your Elected representative**

It is the right of our customers and service users to complain. Armagh City, Banbridge and Craigavon Borough Council will treat all complaints in strictest confidence, and in accordance with the requirements of Data Protection and Freedom of Information legislation.

Council recognises that there may be circumstances where complainants may prefer to remain anonymous and will respect their reasons for doing so. However, the Council will exercise discretion in deciding whether or not to investigate anonymous allegations in accordance with the Complaints Handling Procedure.

Where a complaint issue is raised via a digital channel managed and controlled by Council, we will explain that the Council does not accept complaints made on social media and explain to the person how they can complain, in accordance with the Complaints Handling Procedure.

Retention of complaint documentation will be in adherence with the Council's records retention and disposal schedule (3 years).

In general, we expect complainants to make their complaint as soon as possible after the matter arises and no later than 6 months after the event occurred. However, consideration will be given in exceptional circumstances.

We will endeavour to put things right by acknowledging, explaining and apologising, and where possible explaining what may be done to prevent similar complaints. Further guidance is provided by NIPSO [www.nipso.org.uk](http://www.nipso.org.uk) and from the Council's Performance Team - [performance@armaghbanbridgecraigavon.gov.uk](mailto:performance@armaghbanbridgecraigavon.gov.uk)

## 5.0 ROLES AND RESPONSIBILITIES

To provide a quick, simple, and streamlined process for responding to complaints early, Council believes a complaint is best dealt with by those who provide the service.

Complaints will be dealt with impartially, objectively, and professionally.

### Model Complaints Handling Procedure (MCHP) – Two Stage Complaints Procedure

It is anticipated that the majority of complaints will be handled at stage 1. If the Customer remains dissatisfied after stage 1, they can request the organisation look at it again at stage 2. If the Council considers that a complaint is complex and requires an in-depth investigation then we should consider it first at stage 1 and following discussion and agreement with the customer move to stage 2.

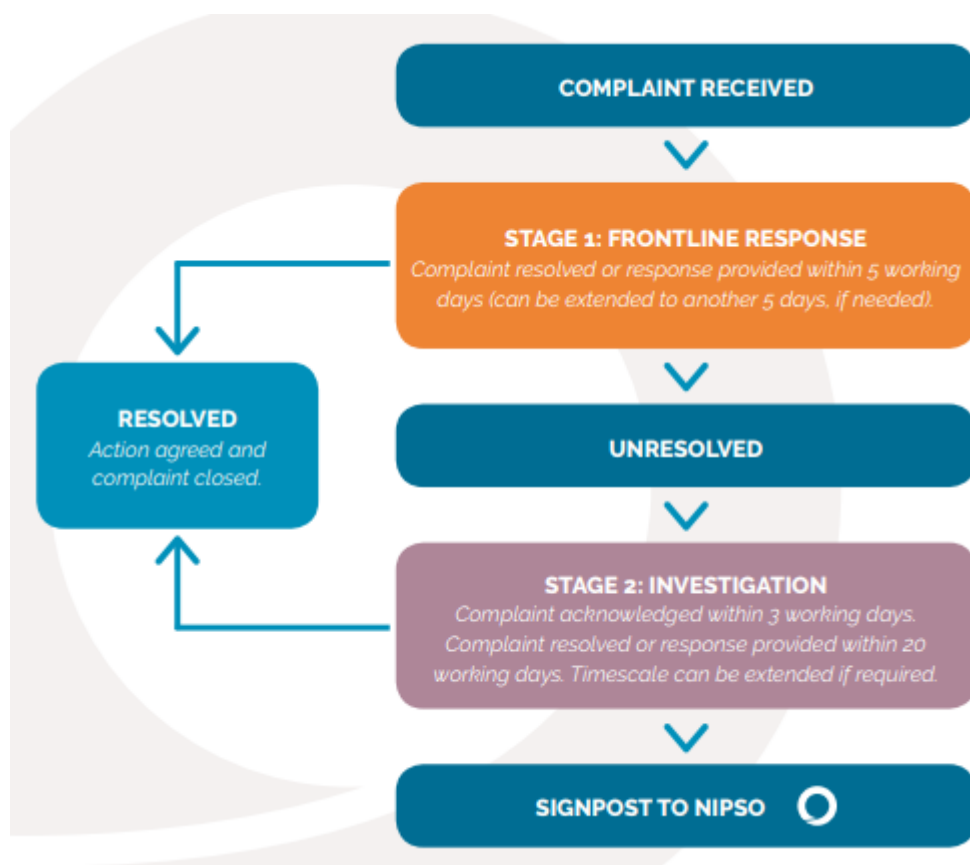


Figure 1 - MCHP The Local Government Model Complaints Handling Procedure. July 23

It is envisaged that the majority of complaints will be handled at Stage 1: Frontline services, issuing a full response within **5 working days** of being notified of the complaint. Staff should be aware of their level of authority to resolve or respond to complaints at this stage.

If the customer remains dissatisfied with frontline response this can be escalated to Stage 2. As Departments and the services, they provide vary in nature, they will assign responsibility to relevant employees for ensuring the Council's Complaint Handling Procedures is followed. A full response will be issued within **20 working days unless** there is reason for needing more time.

If after receiving Council's final decision and customer remains dissatisfied with the decision, the complainant will be informed of their right to ask NIPSO to consider the complaint.

Managers and Heads of Department are responsible for ensuring that complaints received in relation to a service they deliver are dealt with in accordance with this Policy, and when they are investigating that they do so in a fair and consistent manner and in accordance with agreed procedures/guidance. They should also ensure that any third party who is providing a service on behalf of their department is aware of Council's complaints procedures. This may be made clear in relevant contract/other service level agreement documentation.

Heads of Department are also responsible for ensuring they have adequate arrangements/resources in place for coordination of all departmental complaints.

## **6.0 RELATED POLICIES / PROCEDURES**

- Customer Care Strategy (2017-2023)
- Complaints Handling Procedure
- Unreasonable Behaviour Policy
- Access to Information Policy
- Data Protection Policy
- Retention & Disposal Policy
- Records Management Policy
- Safeguarding Policy
- Data Protection Act & Subject Access Request Protocol
- Freedom of Information Requests Protocol
- Environmental Information Requests Protocol
- Equality Scheme
- Disciplinary Policy
- Health & Safety Policy
- Fraud Policy
- Raising Concerns Policy

# Appendix 1 Equality Screening Form

## Policy Scoping

Policy Title:

**Brief Description of Policy (please attach copy if available). Please state if it is a new, existing or amended policy.**

This is the revised Complaints Policy developed to align with *NIPSO Model Complaint Handling Procedure for Government Bodies June 2023 (MCHP)*,

**Intended aims/outcomes. What is the policy trying to achieve?**

The aim of this policy is to ensure that all complaints are dealt with in accordance with the *NIPSO Model Complaint Handling Procedure for Government Bodies June 2023 (MCHP)*, in a fair and consistent manner.

The Policy sets out how our services users can make complaint/ provide feedback and how Council will manage the process.

Information obtained from customer complaints will be used to help us continually improve our service delivery and provide excellent customer care.

## Policy Framework

Has the policy been developed in response to statutory requirements, legal advice or on the basis of any other professional advice? Does this affect the discretion available to The Council to amend the policy?

This is the revised Complaints Policy developed to align with *NIPSO Model Complaint Handling Procedure for Government Bodies June 2023 (MCHP)*,

**Are there any Section 75 categories which might be expected to benefit from the policy? If so, please outline.**

This policy will have a positive effect on all stakeholders including the nine section 75 categories.



**Who initiated or wrote the policy (if The Council decision, please state). Who is responsible for implementing the policy?**

<b>Who initiated or wrote the policy?</b>	Denise Girvan, Improvement Manager Martina McNulty, Head of Dept; Strategy & Performance
<b>Who is responsible for implementation?</b>	All persons involved in the delivery of Council services.

**Are there any factors which might contribute to or detract from the implementation of the policy (e.g. financial, legislative, other)?**

There may be resource implications for Departments/services with regards to implementation of the New Model Complaints Handling procedure. As Council departments and the services that they provide vary in nature, each Head of Department will assign responsibility to relevant employees for ensuring the Council's Complaint Handling Procedures is followed. A Training Programme will be developed to ensure staff are trained and aware of the New Complaints Handling model.

**Main stakeholders in relation to the policy**

Please list main stakeholders affected by the policy (e.g. staff, customers, other statutory bodies, community or voluntary sector, private sector)

Individuals, organisations who come into contact with, had direct experience of or are affected by Council's services. Also, person(s) acting on behalf of someone and have been given authority to do so, but cannot e.g., because of a disability.

All Council staff, contractors and/or anyone providing services on behalf of Council.

Elected members

**Are there any other policies with a bearing on this policy? If so, please identify them and how they impact on this policy.**

- Customer Care Strategy (2017-2023)
- Complaints Procedure
- Unreasonable Behaviour Policy
- Access to Information Policy
- Data Protection Policy
- Retention & Disposal Policy
- Records Management Policy
- Safeguarding Policy
- Data Protection Act & Subject Access Request Protocol
- Freedom of Information Requests Protocol
- Environmental Information Requests Protocol
- Equality Scheme
- Disciplinary Policy
- Health & Safety Policy
- Fraud Policy
- Raising Concerns Policy

## Available Evidence

The Council should ensure that its screening decisions are informed by relevant data. What evidence/information (both qualitative and quantitative) have you gathered to inform this policy? Specify details for each of the Section 75 categories. For up to date [S75 Borough Statistics](#)

This policy is to ensure that all complaints are dealt with in accordance with the *NIPSO Model Complaint Handling Procedure for Government Bodies June 2023 (MCHP)*, in a fair and consistent manner.

The legislative and underpinning process for the revised ABC Council Policy include:

- 2016 Public Services Ombudsman (Northern Ireland) Act
- Part 3 Sections 34 – 42
- Powers: Statement of Principles
  - Obligation Complaints Handling Procedure
  - Model Complaints Handling Procedure and Obligation to Comply
  - Promotion of Best Practice – provision of data, trends and analysis
- Commenced NI Assembly February 2022

Section 75 category	Evidence
Religious belief	
Political opinion	
Racial group	
Age	
Marital status	
Sexual orientation	
Men and women generally	
Disability	Council's Staff Guidance will make it clear complaints may be made verbally or in writing, including face to face, by telephone, letter, email or via councillor. Council staff will be as flexible as possible to remove any barriers to customers submitting complaints.
Dependants	As Above

## Needs, experiences and priorities

Taking into account the information gathered above, what are the different needs, experiences and priorities of each of the following categories in relation to this particular policy/decision?

The aim of this policy is to ensure that all complaints are dealt with in accordance with the *NIPSO Model Complaint Handling Procedure for Government Bodies June 2023 (MCHP)*, in a fair and consistent manner. This includes increasing accessibility on How to make a Complaint, removing barriers and simplifying the process for the customer. Council's Staff Guidance will make it clear complaints may be made verbally or in writing, including face to face, by telephone, letter, email or via councillor. Council staff will be as flexible as possible to remove any barriers to customers submitting complaints.

Section 75 category	Needs, experiences and priorities
Religious belief	N/a
Political opinion	N/a
Racial group	Information on our website is available in a variety of languages using the Recite Accessibility software and where additional interpretation support is required this can be provided in line with our Translation & Interpretation Procedure
Age	N/a
Marital status	N/a
Sexual orientation	N/a
Men and women generally	N/a
Disability	Alternative format will be available upon request if required. Customers accessing this information via our website will be able use the Recite software to increase font size, read the content, include colour contrasts. Customers with a hearing impairment can use our textphone service to speak directly to us. Additional staff assistance will also be available where required.
Dependants	N/a

### Screening Questions

**1. What is the likely impact on equality of opportunity for those affected by this policy for each of the Section 75 categories?**

Category	Policy Impact	Level of impact (Major/minor/none)
Religious belief	None	No
Political opinion	None	No
Racial group	Alternative formats make be required	Minor
Age	None	No
Marital status	None	No
Sexual orientation	None	No
Men and women generally	None	No
Disability	Alternative formats make be required	Minor
Dependants	None	No

**2. Are there opportunities to better promote equality of opportunity for people within the Section 75 categories?**

Category	If yes, provide details	If no, provide reasons
Religious belief		No. This policy is to ensure that all complaints are dealt with in accordance with the <i>NIPSO Model Complaint Handling Procedure for Government Bodies June 2023 (MCHP)</i> , in a fair and consistent manner. It is intended to have a positive impact on all stakeholders regardless of the section 75 categories they belong to.
Political opinion		
Racial group		
Age		
Marital status		
Sexual orientation		
Men and women generally		
Disability		
Dependants		

**3. To what extent is the policy likely to impact on good relations between people of different religious belief, political opinion, or racial group?**

Category	Details of Policy Impact	Level of impact (major/minor/none)
Religious belief		None
Political opinion		None
Racial group		None

**4. Are there opportunities to better promote good relations between people of different religious belief, political opinion or racial group?**

Category	If yes, provide details	If no, provide reasons
Religious belief		No. This policy is to ensure that all complaints are dealt with in accordance with the <i>NIPSO Model Complaint Handling Procedure for Government Bodies June 2023 (MCHP)</i> , in a fair and consistent manner. It is intended to have a positive impact on all stakeholders regardless of the section 75 categories they belong to.
Political opinion		
Racial group		

**Multiple Identity**

Generally speaking, people fall into more than one Section 75 category (for example: disabled minority ethnic people; disabled women; young Protestant men; young lesbian, gay and bisexual people). Provide details of data on the impact of the policy on people with multiple identities. Specify relevant s75 categories concerned.

N/A
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**Disability Discrimination (NI) Order 2006**

Is there an opportunity for the policy to promote positive attitudes towards disabled people?

Council's Staff Guidance will make it clear complaints may be made verbally or in writing, including face to face, by telephone, letter, email or via councillor. Council staff will be as flexible as possible to remove any barriers to customers submitting complaints.

Alternative format will be available upon request if required. Staff assistance will also be available where required.

Is there an opportunity for the policy to encourage participation by disabled people in public life?

As above

**Screening Decision**

**A: NO IMPACT IDENTIFIED ON ANY CATEGORY – EQIA UNNECESSARY**

Please identify reasons for this below

**B: MINOR IMPACT IDENTIFIED – EQIA NOT CONSIDERED NECESSARY AS IMPACT CAN BE ELIMINATED OR MITIGATED**

Where the impact is likely to be minor, you should consider if the policy can be mitigated, or an alternative policy introduced. If so, an EQIA may not be considered necessary. You must indicate the reasons for this decision below, together with details of measures to mitigate the adverse impact or the alternative policy proposed.

This policy is to ensure that all complaints are dealt with in accordance with the *NIPSO Model Complaint Handling Procedure for Government Bodies June 2023 (MCHP)*, in a fair and consistent manner.

It is not likely to have a negative impact on any of the Section 75 categories.

Council's Staff Guidance will make it clear complaints may be made verbally or in writing, including face to face, by telephone, letter, email or via councillor. Council staff will be as flexible as possible to remove any barriers to customers submitting complaints.

Alternative format will be available upon request if required. Staff assistance will also be available where required.

Information obtained from customer complaints will be used to help continually improve service delivery and provide excellent customer care.

## C: MAJOR IMPACT IDENTIFIED – EQIA REQUIRED

If the decision is to conduct an equality impact assessment, please provide details of the reasons.

### **Timetabling and Prioritising**

**If the policy has been screened in for equality impact assessment**, please answer the following questions to determine its priority for timetabling the equality impact assessment.

On a scale of 1-3 with 1 being the lowest priority and 3 being the highest, assess the policy in terms of its priority for equality impact assessment.

#### **Policy Criterion**

#### **Rating (1-3)**

Effect on equality of opportunity and good relations

Social need

Effect on people's daily lives

The total rating score should be used to prioritise the policy in rank order with other policies screened in for equality impact assessment. This list of priorities will assist the Council in timetabling its EQIAs.

Is the policy affected by timetables established by other relevant public authorities? If yes, please give details.

### **Monitoring**

Effective monitoring will help the authority identify any future adverse impact arising from the policy. It is recommended that where a policy has been amended or an alternative policy introduced to mitigate adverse impact, monitoring be undertaken on a broader basis to identify any impact (positive or adverse).

Further information on monitoring is available in the Equality Commission's guidance on monitoring ([www.equalityni.org](http://www.equalityni.org)).

Identify how the impact of the policy is to be monitored

This policy will be monitored in line with the Policy review cycle as noted on cover page (3yrs).

## Approval and Authorisation

A copy of the screening form for each policy screened should be signed off by the senior manager responsible for that policy. The screening recommendation should be reported to the relevant Committee/The Council when the policy is submitted for approval.

Screened by	Position/Job title	Date
Denise Girvan	Improvement Manager	11/09/2023
Approved by	Position/Job Title	Date
Martina McNulty	Head of Department: Strategy & Performance	11/09/2023

**Please forward a copy of the completed policy and form to:**

[equality@armaghbanbridgecraigavon.gov.uk](mailto:equality@armaghbanbridgecraigavon.gov.uk)

**who will ensure these are made available on the Council's website.**

**The above officer is also responsible for issuing reports on a quarterly basis on those policies "screened out for EQIA". This allows stakeholders who disagree with this recommendation to submit their views. In the event of any stakeholder disagreeing with the decision to screen out any policy, the screening exercise will be reviewed.**

## Appendix 2 Rural Needs Impact Assessment (RNIA)

### SECTION 1

#### Defining the activity subject to Section 1(1) of the Rural Needs Act (NI) 2016

**1A. Name of Public Authority:** Armagh City, Banbridge & Craigavon Borough Council

**1B. Please provide a short title which describes the activity being undertaken by the Public Authority that is subject to Section 1(1) of the Rural Needs Act (NI) 2016.**

The aim of this policy is to ensure that all complaints are dealt with in accordance with the *NIPSO Model Complaint Handling Procedure for Government Bodies June 2023 (MCHP)*, in a fair and consistent manner.

The Policy sets out how our services users can make a complaint / provide feedback and how Council Officers will manage the process.

Information obtained from customer complaints will be used to help us continually improve our service delivery and provide excellent customer care.

**1C Please indicate which category the activity specified in Section 1B above relates to:**

Developing a  Policy

Adopting a

Implementing a  Policy

Revising a

Designing a Public Service

Delivering a Public Service

**1D. Please provide the official title (if any) of the Policy, Strategy, Plan or Public Service document or initiative relating to the category indicated in Section 1C above**

Complaints Policy



**1E. Please provide details of the aims and/or objectives of the Policy, Strategy, Plan or**

The aim of this policy is to ensure that all complaints are dealt with in accordance with the *NIPSO Model Complaint Handling Procedure for Government Bodies June 2023 (MCHP)*, in a fair and consistent manner.

The Policy sets out how our services users can make a complaint / provide feedback and how Council Officers will manage the process.

Information obtained from customer complaints will be used to help us continually improve our service delivery and provide excellent customer care.

**Public Service**

**1F. What definition of 'rural' is the Public Authority using in respect of the Policy, Strategy, Plan or Public Service?**

Population Settlements of less than 5,000 (Default definition)

Other Definition (Provide details and the rationale below)

A definition of 'rural' is not applicable

**Details of alternative definition of 'rural' used**

Rationale for using alternative definition of 'rural'.

Reasons why a definition of 'rural' is not applicable.

This is a Corporate policy, applicable to all Individuals, organisations who come into contact with, had direct experience of or are affected by Council's services.

**SECTION 2**

**Understanding the impact of the Policy, Strategy, Plan or Public Service**

**2A. Is the Policy, Strategy, Plan or Public Service likely to impact on people in rural areas?**

Yes  No  If response is No go to 2E

**2B. Please explain how the Policy, Strategy, Plan or Public Service is likely to impact on people in rural areas.**

**2C. If the Policy, Strategy, Plan or Public Service is likely to impact on people in rural areas *differently* from people in urban areas, please explain how it is likely to impact on people in rural areas differently.**

**2D. Please indicate which of the following rural policy areas the Policy, Strategy, Plan or Public Service is likely to primarily impact on.**

- Rural Businesses
- Rural Tourism
- Rural Housing
- Jobs or Employment in Rural Areas
- Education or Training in Rural Areas
- Broadband or Mobile Communications in Rural Areas
- Transport Services or Infrastructure in Rural Areas
- Health or Social Care Services in Rural Areas
- Poverty in Rural Areas
- Deprivation in Rural Areas
- Rural Crime or Community Safety
- Rural Development
- Agri-Environment
- Other (Please state)

**If the response to Section 2A was YES GO TO Section 3A.**

**2E. Please explain why the Policy, Strategy, Plan or Public Service is NOT likely to impact on people in rural areas.**

This is a Corporate policy, applicable to all Individuals, organisations who come into contact with, had direct experience of or are affected by Council's services.

The aim of this policy is to ensure that all complaints are dealt with in accordance with the *NIPSO Model Complaint Handling Procedure for Government Bodies June 2023 (MCHP)*, in a fair and consistent manner.

**SECTION 3**

**Identifying the Social and Economic Needs of Persons in Rural Areas**

**3A. Has the Public Authority taken steps to identify the social and economic needs of people in rural areas that are relevant to the Policy, Strategy, Plan or Public Service?**

Yes  No  If response is No go to 3E

**3B. Please indicate which of the following methods or information sources were used by the Public Authority to identify the social and economic needs of people in rural areas.**

- Consultation with Rural Stakeholders
- Consultation with Other organisations
- Published Statistics
- Research Papers
- Surveys or Questionnaires
- Other Publications
- Other Methods or Information Sources
- (include details in Question 3C below)

**3C. Please provide details of the methods and information sources used to identify the social and economic needs of people in rural areas including relevant dates, names of organisations, titles of publications, website references, details of surveys or consultations undertaken etc.**

**3D. Please provide details of the social and economic needs of people in rural areas which have been identified by the Public Authority?**

**If the response to Section 3A was YES GO TO Section 4A.**

**3E. Please explain why no steps were taken by the Public Authority to identify the social and economic needs of people in rural areas?**

This is a Corporate policy, applicable to all Individuals, organisations who come into contact with, had direct experience of or are affected by Council's services.

**SECTION 4**

**Considering the Social and Economic Needs of Persons in Rural Areas**

**4A. Please provide details of the issues considered in relation to the social and economic needs of people in rural areas.**

N/a

**SECTION 5**

**Influencing the Policy, Strategy, Plan or Public Service**

**5A. Has the development, adoption, implementation or revising of the Policy, Strategy or Plan, or the design or delivery of the Public Service, been influenced by the rural needs identified?**

Yes

No

If response is No go to 5C

**5B. Please explain how the development, adoption, implementation or revising of the Policy, Strategy or Plan, or the design or delivery of the Public Service, has been influenced by the rural needs identified.**

**If the response to Section 5A was YES go to 6A.**

**5C. Please explain why the development, adoption, implementation or revising of the Policy, Strategy or Plan, or the design or the delivery of the Public Service, has NOT been influenced by the rural needs identified.**

This is a Corporate policy, applicable to all Individuals, organisations who come into contact with, had direct experience of or are affected by Council's services.

**SECTION 6**

**Documenting and Recording**

**6A. Please tick below to confirm that the RNIA Template will be retained by the Public Authority and relevant information on the Section 1 activity compiled in accordance with paragraph 6.7 of the guidance.**

I confirm that the RNIA Template will be retained, and relevant information compiled.

Rural Needs Impact Assessment undertaken by:  (Denise Girvan)

Position:  (Improvement Manager)

Department / Directorate:  (Strategy & Performance Dept)

Signature: Denise Girvan

Date: 11/09/2023

Rural Needs Impact Assessment approved by:  (Martina McNulty)

Position:  (Head of Department)

Department / Directorate:  (Strategy & Performance)

Signature: 

Date: 11/09/2023