

Corporate Complaints Form



Armagh City
Banbridge
& Craigavon
Borough Council

For a full copy of our Corporate Complaints Procedure, please go to
www.armaghbanbridgecraigavon.gov.uk/contact-us

How can you make a corporate complaint?

We would ask any customer who has an issue to first speak to a member of staff in the relevant department/service/area/facility/venue as it may be possible to resolve it promptly and informally. You can also use any of the following ways to make your initial complaint known to us:

- **In person** 
- **Complete and return this Corporate Complaints Form** 
- **By telephone** 
0300 0300 900 (ask for the relevant department if known)
- **By email** 
complaints@armaghbanbridgecraigavon.gov.uk
- **Via our website** 
www.armaghbanbridgecraigavon.gov.uk/contact-us
- **By letter** 
Customer Relations Officer
Armagh City, Banbridge and Craigavon Borough Council
Old Armagh City Hospital
39 Abbey Street
ARMAGH
BT61 7DY
- **By Textphone** 
028 3832 9757

How we deal with corporate complaints

Informal Resolution

- Where possible, a member of staff will do their best to resolve the issue for you. If you are not happy with the response, you can ask for it to be dealt with as follows **in writing**:

Formal Resolution Stage One

- Your corporate complaint will be handled by an officer in the department/service/area/facility/venue you are complaining about.
- You should receive a response within 15 working days.*
- After you receive our response at this stage, if you are not satisfied, you have a maximum of 28 working days* to request that your corporate complaint be progressed to Stage 2.

Formal Stage Two

- Your corporate complaint will be dealt with by a Manager in the department/service/area/facility/venue you are complaining about.
- You should receive a response within 15 working days.*
- After you receive our response at this stage, if you are not satisfied, you have a maximum of 28 working days* to request that your corporate complaint be progressed to Stage 3.

Formal Stage Three

- Your corporate complaint will be dealt with by a Strategic Director/Nominated Senior Officer in the department/service/area/facility/venue you are complaining about.
- You should receive a response within 20 working days*

With the response you will receive a written notice. The notice will state: that our internal complaints process has been concluded and how to contact the Northern Ireland Public Services Ombudsman (NIPSO).

After you receive a response at Stages 1-3 you have a maximum of 28 working days to request that your corporate complaint be progressed to the next stage.

If you are still dissatisfied once you have received the written notice; you may refer your corporate complaint to the Northern Ireland Public Services Ombudsman (NIPSO).

- **Contact details:**
Northern Ireland Public Services Ombudsman,
Progressive House,
33 Wellington Place,
BELFAST
BT1 6HN

Website:
www.nipso.org.uk

Email:
nipso@nipso.org.uk

Telephone:
028 9023 3821
or FREEPHONE 0800 34 34 24
or Text phone: 028 9089 7789

***We hope to resolve all complaints within these time-frames. However, if a corporate complaint requires more time to be investigated, we may extend the timeframe. If this is the case, we will contact you with a new time-frame and explain the reasons for the delay.**

Our Commitment to You


We are committed to providing an exceptionally high standard of service to everyone we deal with.

However, there may be times when you feel that our service has fallen below the standard you expect. If this is the case, and you wish to make a corporate complaint, we will do our best to try and resolve the issue as quickly as possible.

If we have been at fault, we will apologise and put it right as quickly as possible. We will tell you what went wrong, why and what we intend to do in future to prevent it from happening again.

We log every corporate complaint so that we can monitor the types of issues that arise from time to time. This information helps us to continually improve our service delivery standards. Any information you provide on your corporate complaints form will not be disclosed to another source in accordance with data protection legislation.

This form is available in alternative formats on request by contacting the Customer Relations Officer:

 0300 0300 900

 complaints@armaghbanbridgecraigavon.gov.uk

Privacy Notice

Please be aware, when you submit information to us, we collect it for the purposes of the management of corporate complaints. This information may then be passed to other departments within Council or to the Northern Ireland Public Services Ombudsman for the purposes of investigation and to improve the level of service we provide.

We will keep personal information contained in corporate complaint files in line with our retention and disposal policy.

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Your details

The following details will help us to investigate your complaint fully and allow us to keep you informed about what we are doing about it. Please CAPITAL LETTERS.

Name: _____

Address: _____

Postcode: _____

Daytime contact number: _____

Email address: _____

Preferred method of communication: Letter Telephone Email

Your complaint:

Details of complaint: _____

Please tell us how you think we can put matters right:

Complainants signature: _____

Date: _____

Are you acting on behalf of another person?

If so please complete our corporate complaints consent form.