

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.**

