

## Our Purpose

To assist retired police officers and those planning to leave the service to recognise their potential, identify opportunities, set and achieve their objectives, and enjoy the optimum mental and physical well-being outside policing.

## Our Aim

We enable our clients to achieve their goals by providing :

- Personal Development & Training
- Psychological Therapies
- Physiotherapy



Rehabilitation and  
Retraining Trust

complaints  
procedure

### Police Rehabilitation and Retraining Trust

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[www.prrt.org](http://www.prrt.org)

*The Police Rehabilitation and Retraining Trust endeavours to provide high quality and professional services to clients engaging with people working across all services at Maryfield and other locations including our Outreach Centres. However, on occasion expectations may not be met and in the event that you as a client are not satisfied with the level of service provided, or indeed any other aspect of service delivery, you have the right to voice your opinion by making a complaint.*

All complaints where possible will be investigated in a confidential and discreet manner. At times the information may have to be shared with the individuals against whom the complaint has been made.

## PRRT complaints procedure

There are five stages to the complaints procedure:

### *stage one*

At the initial stage it is advisable to seek resolution through highlighting and discussing the problem with the staff member concerned, or if this is not possible another appropriate staff member e.g. Head of Service.

The complaint may be made either in person (*face-to-face* or *over the telephone*) or in writing.

The complaint should be brought to the attention of the person concerned or appropriate staff member within five working days of the problem or difficulty occurring.

### *stage two*

Should the complaint not be resolved at stage one, or you are not satisfied with the outcome then you may submit details in writing of the complaint and steps taken to resolve the issue or problem to the appropriate Head of Service. Form CP2 is provided for this purpose, and is available on request, or can be downloaded from our website [www.prrt.org](http://www.prrt.org). The completed form should be forwarded to the Head of Service at the Maryfield address (see over) within ten working days of the unsatisfactory outcome of stage one.

The Head of Service will investigate the written complaint and endeavour to respond to the complaint within fifteen working days. The response should detail the action or proposed action, if appropriate, to be taken to deal with the complaint. In the event that the complaint is not upheld then you will also be informed in writing.

### *stage three*

Should you find that the response to the stage two complaint is not satisfactory or addressed inadequately then you may write to the Chief Executive of the organisation. Form CP3 is provided for this purpose and should be completed and forwarded within ten working days of the receipt of response at stage two. Form CP3 is available on request, or can be downloaded from our website [www.prrt.org](http://www.prrt.org).

The completed form must record details of all the steps taken to resolve the complaint. The complaint will then be investigated by the Chief Executive, and you should be notified of the outcome within fifteen working days. Where this is not possible an explanation will be provided for the delay.

### *stage four*

Should you find that the response to stage three complaint is not satisfactory or addressed inadequately then you may wish to escalate your complaint to:

Head of Sponsor Branch  
Strategic Policing Policy and Sponsorship Branch  
Block A  
Castle Buildings  
Stormont  
BT4 3SG

### *stage five*

In the event of stage four being unsatisfactory or the complaints process being exhausted PRRT will, within two weeks of the day on which the complaints handling procedure having been exhausted give you in writing written notice stating that the procedure is exhausted. If you continue to be dissatisfied you may refer the complaint to the Northern Ireland Public Services Ombudsman. To contact the Ombudsman email [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk) or see [www.nipso.org.uk](http://www.nipso.org.uk).