



Complaints Procedure

Version	5
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Date of Next Review	August 2018

Date of Review	Update to policy
June 2017	Reviewed to ensure process meets current staffing structure and stages of escalation are appropriate.

1. Introduction

- 1.1. The Commission for Victims and Survivors is committed to providing the best possible service to the people with whom we have contact, and acknowledges the need to address any dissatisfaction that a partner organisation or any other stakeholder may have with any aspect of that service.

2. Definition of a Complaint

- 2.1. A complaint is an expression of dissatisfaction which requires a response.
- 2.2. If you have a complaint relating to the Commission, or any member of Commission staff you should bring it to the attention of the person you have been dealing with who will try to resolve the issue quickly.
- 2.3. Where the complaint is about an individual within the Commission, that individual will not be responsible for overseeing the investigation.
- 2.4. If you still feel dissatisfied after this attempt to deal with your complaint, you may initiate the Commission's Formal Complaints Procedure, as follows:

3. Stage 1

- 3.1. In the first instance please contact the Head of Corporate Services providing as much information about your complaint as possible, along with your contact details (name, address and telephone number).
- 3.2. We have a legal duty to protect any information you provide to us. We will handle appropriately any personal data you provide in accordance with the Data Protection Act.
- 3.3. Please send your complaint by letter or email to:

Head of Corporate Services
Commission for Victims and Survivors
4th Floor Equality House
7-9 Shaftesbury Square
Belfast
BT2 7DP

Email: commission@cvsni.org

Alternatively you can contact this officer by telephone on 028 9031 1000

- 3.4. The Head of Corporate Services will acknowledge your complaint within 3 working days of receipt and will issue a response within 15 working days, following an investigation. If a response is not possible within this time we will let you know the reason why and when you can expect a response.

- 3.5. If your complaint is upheld, you will receive an apology and an explanation. Any error will be corrected where possible, or the satisfactory service will be provided as a matter of urgency. If your complaint is not upheld, we will provide an explanation of our reasons for rejecting your complaint.

4. Stage 2

- 4.1. If you are not satisfied with our response you can ask for your complaint to be reviewed by the Secretary of the Commission. You should write to the Secretary at the above address, again giving as much information as possible. Alternatively you can contact the Secretary by telephone on 028 9031 1000. The Secretary will review your complaint and notify you of the outcome within the timescales set out in Stage 1.

5. Stage 3

- 5.1. If you are not satisfied with our response you can ask for your complaint to be reviewed by the Commissioner. You should write to the Commissioner at the above address, again giving as much information as possible. Alternatively you can contact the Commissioner by telephone on 028 9031 1000. The Commissioner will review your complaint and notify you of the outcome within the timescales set out in Stage 1.

6. Stage 4

- 6.1. Our Complaints Procedure is not a substitute for your right to complain to the Northern Ireland Public Services Ombudsman Office. You should note, however, that the Ombudsman will generally expect you to have used all the steps of the Commission's Formal Complaints Procedure before considering your complaint.

- 6.2. You can submit a complaint to the Ombudsman in any of the following ways:

In person: The Ombudsman's Office
 Progressive House
 33 Wellington Place
 Belfast
 BT1 6HN

By post: The Ombudsman
 Freepost
 Belfast
 BT1 6BR
 (no stamp required)

By phone: Freephone 0800 343 424

By Fax: (028) 9023 4912

By Email: ombudsman@ni-ombudsman.org.uk

Website: <https://nipso.org.uk/>

- 6.3. The website explains how to make a complaint and you can download a complaint form or fill in an on-line form.

7. Monitoring

- 7.1. We routinely monitor our complaints procedure to ensure that it is fair and appropriate. We may therefore contact you shortly after your complaint is dealt with, no matter what the outcome is, to seek your views on how we handled your complaint.