



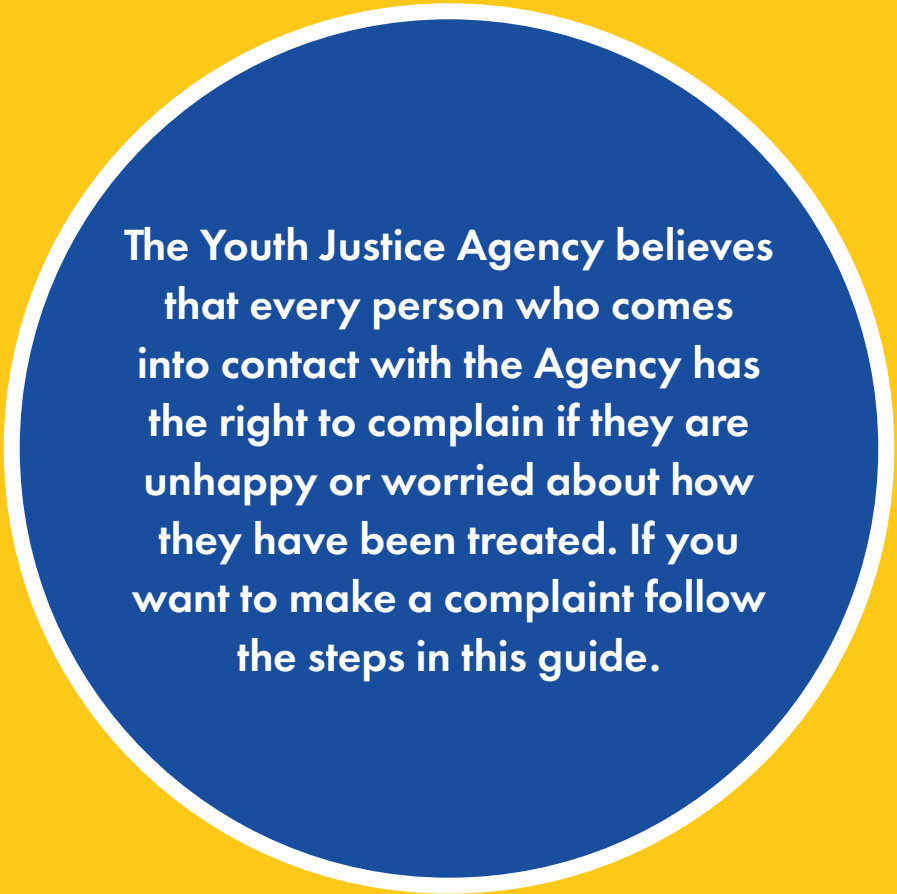
Youth Justice
Agency

An Ghníomhaireacht um Cheartas i leith an Aosa Óig

Agentrie fur Young-Yins Fang'lt wi tha Laa

MAKING A COMPLAINT ADULT

**MAKING COMMUNITIES SAFER BY HELPING
CHILDREN TO STOP OFFENDING**



The Youth Justice Agency believes that every person who comes into contact with the Agency has the right to complain if they are unhappy or worried about how they have been treated. If you want to make a complaint follow the steps in this guide.

**If you want to make a complaint
follow these 4 steps:**

1



Step One
Talk to a member of staff



**Talk to, phone, or email a member of staff you
feel comfortable with.**

**Usually, complaints or problems can be quickly sorted out in this
way and if this happens then that's the end of it.**

If you feel that your problem has been sorted out then STOP here.

If not move to step two.





2

Step Two Talk to a senior member of staff



Talk to, write, phone or e-mail a senior member of staff.



You will be asked to write down your complaint and will get help to do this if you want.



You will receive an answer within 5 working days from receipt of the written complaint.

If you feel that your problem has been sorted out then STOP here.

If not move to step three.





3

Step Three

Ask for a review at Director Level



Talk to, write, phone or e-mail the Agency's Complaints Officer. You can do this yourself or ask someone to help you. Contact details are on the back of this leaflet.



**A Director will be appointed to investigate your complaint and write a report about it.
You will get the report within 3 weeks.**

If you are happy with the reply, that's the end of the matter.

If not move to step four.





4

Step Four

Contact the Youth Justice Agency Chief Executive

If you are dissatisfied with the investigation or decision reached by the Director, you can forward your complaint to the Chief Executive. The Chief Executive will examine whether or not the investigation of the complaint has been properly conducted and if the decision reached was fair. The Chief Executive will make a final decision on behalf of the Agency on whether or not to uphold the complaint.



Youth Justice Agency Complaints Officer

Phone: (028) 9031 6400

Email: info@yjani.gov.uk

www.youthjusticeagencyni.gov.uk



Should the Chief Executive not uphold the complaint, he/she will give full reasons in writing and advise you how to refer your complaint to the Northern Ireland Public Services Ombudsman (NIPSO) should you wish to do so.

The organisations below can give you further advice and assistance regarding your complaint.



You can have the full policy by phoning the Youth Justice Agency or contacting the email address below.

Youth Justice Agency Complaints Officer

Phone: (028) 9031 6400

Email: info@yjani.gov.uk

www.youthjusticeagencyni.gov.uk

The Northern Ireland Public Services Ombudsman

Freepost NIPSO

Belfast

BT1 6HN

Tel No – 0800 343 424 (Freephone)

Email – nipso@nipso.org.uk

NIACRO

Phone: (028) 9032 0157



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**Trauma
Informed
Practice**

**Adverse
Childhood
Experiences**