

NEWRY AND MOURNE DISTRICT COUNCIL

COMHAIRLE AN IÚIR AGUS MHÚRN

HOW TO MAKE A COMPLAINT

We always strive to provide a quality service but sometimes things go wrong.
We need to hear from you immediately if you are unhappy with the service you have received from us.

What you should do:

Please complete the "Comments/Complaints Form" over and send it to either –

Mr L Dinsmore
Management Services Officer
Newry & Mourne D.C.
Greenbank Industrial Estate
Newry
BT34 2QU
Tel: (028) 3031 3233

Mrs Eileen McParland
Asst. Director of Administration
Newry & Mourne D.C.
Monaghan Row
Newry
BT35 8DL
Tel: (028) 3031 3031

The Receptionist will put you through to the relevant Official who will record details of your complaint or ... call in personally either to the Council Offices at Greenbank or the Council Offices at Monaghan Row. Arrangements will be made for you to be interviewed by the appropriate Official and for the nature of your complaint to be recorded.

What happens next:

Yours complaint will be –

- Treated confidentially
- Acknowledged within **7 days**
- Investigated thoroughly
- Responded to, **fully**, within **28 days**, in writing.

If there is any delay we will let you know the reasons and when you can expect to receive your detailed reply.

If you are not satisfied:

In this case you should write to:

Mr T McCall, Clerk & Chief Executive, Newry & Mourne District Council, Monaghan Row, Newry.

Mr McCall will arrange for the matter to be fully investigated and your letter will be:-

- Acknowledged within **3 days**
- Responded to, **fully**, within **14 days**, in writing.

Still not satisfied:

Your complaint may be referred to the Commissioner for Complaints, the address is:
Mr Tom Frawley, N.I. Commissioner for Complaints, 33 Wellington Place, Belfast, BT1 6HN.

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COMMENTS / COMPLAINTS FORM

NAME: _____

ADDRESS: _____

POSTCODE: _____

DAYTIME TEL: _____

DETAILS OF COMMENT/COMPLAINT:

SIGNATURE: _____ **DATE:** _____

OFFICE USE ONLY:

DATE RECEIVED: _____

DATE ACKNOWLEDGED: _____

DEALT WITH BY: _____