



## EQUALITY UNIT

# Guidelines on Redress

As part of Newry and Mourne Council's commitment to providing a quality service, we wish to provide guidance on the issue of redress – what the Council does to respond to users who feel they have received a poor service.

Redress is about putting things right when they go wrong. It is important for the Council to recognise that users have a right to certain standards.

It should be:

- (a) appropriate to the failure in service, i.e. the response needs to be tailored to the circumstances; and,
- (b) take into account what people are looking for when they complain, provided the complaint is justified.

Any form of Redress should

- ❖ **Reinforce** - users entitlement to a quality service
- ❖ **Reassure** - users that the same thing will not reoccur.
- ❖ **Restore** - users to the position they would have been in had the problem not arisen
- ❖ **Compensate** - users for the fact that things have gone wrong

Redress can involve a variety of responses such as:

- an explanation and an apology
- customers will be informed of the Equality Unit's complaints procedure
- action to ensure the problems do not happen again
- priority provision of a service
- financial compensation (in exceptional circumstances)

A range of possible responses to a variety of complaints will be drawn up which staff can use as guidelines on dealing with complaints but which offer some flexibility to step outside where the circumstances warrant it.

This is available in a range of different formats upon request.