



**COMHAIRLE AN IÚIR AGUS MHÚRN
NEWRY AND MOURNE DISTRICT COUNCIL**

Have you a complaint or suggestion?

Let us know what you think of us

We aim to give a quality service but sometimes things go wrong. Some people don't like to complain. However, when things go wrong, it is important that we know about it. You can use this form for your complaint or suggestion.

What you can expect from us

We promise to take your comments and complaints seriously. We will find out if our service has failed and explain to you the reasons why, if we can. You'll also have the right to a second opinion if you're not satisfied with the answers you receive.

The Complaints Procedure

Stage 1: *First Complaint*

When complaints are made we will acknowledge them either in writing or by phone within 5 working days and aim to sort out your complaint within 15 working days. If complaints need further investigation you will be kept informed of progress.

Stage 2: *My complaint has been investigated but I am not satisfied*

At this stage your complaint will be dealt with by the Director of the Council Department involved. Again, we will acknowledge your complaint within 5 working days and aim to sort it out within 15 working days.

Stage 3: *If I am still not satisfied, what can I do?*

At this stage your complaint will be dealt with by the Clerk and Chief Executive of the Council. Again, we will acknowledge your complaint within 5 working days, and aim to sort it out within 15 days.

If your complaint has still not been sorted out to your satisfaction, you have the right to contact the Northern Ireland Ombudsman at the address overleaf.

Details of your complaint/suggestion:

Name: _____

Address _____

_____ Postcode _____

Home Tel No: _____ Mobile No. _____

Your email address: _____

Putting Things Right/Redressing Your Complaint

The Council recognise that you have a right to certain standards and we want to put things right when they go wrong.

Redress may involve an explanation and an apology and action to ensure the problems do not happen again.

Learning and Improving

We will keep a complaints register and review this regularly.

We will ask anyone who makes a complaint, for their opinion on how we dealt with it.

We will report to the Council every six months on complaints, comments and suggestions received.

You can contact the Northern Ireland Ombudsman on:

Northern Ireland Ombudsman
Commissioner for Complaints
33 Wellington Place
Belfast
BT1 6HN

Telephone: 0800 343 424

email: ombudsman@ni-ombudsman.org.uk

web: www.ni-ombudsman.org.uk

Contacting us?

We want to make it easy for you to give us your views and raise issues about the services we provide.

You can fill in this form and send it to Newry & Mourne District Council at the following address:-

Complaint/Suggestion
Newry and Mourne District Council
O'Hagan House
Monaghan Row
Newry
BT35 8DJ

or you can email the Council on complaints@newryandmourne.gov.uk

This form can also be downloaded from the Council's website:-

<http://www.newryandmourne.gov.uk/downloads.asp>

This form is available in other formats upon request.