



## Introduction

We aim to provide a high quality, efficient and professional service, but occasionally things can go wrong and we are keen to learn from our mistakes. If you are not happy with our service to you, or of the service provided by our contractors, there are a number of ways to make a complaint. This document sets out the policy that arc21 will adopt to deal with complaints.

## Informal/Formal Complaints

### a. Informal Complaints

If you wish to make an informal complaint please get in contact as soon as possible with the person in arc21 that you have been dealing with. They are best placed to sort out most problems. If you are still not satisfied, or feel unable to raise the matter with that person, please ask for the name and contact details of their immediate manager.

### b. Formal Complaints

If this does not resolve the problem, arc21 has a formal complaints procedure. At this stage, your complaint and our response must be in writing. We do not normally deal with this type of complaint verbally, as it is best to keep a written record. All you need to do is contact us either by:

**Email:** [info@arc21.org.uk](mailto:info@arc21.org.uk)

or

**In writing to:** *arc21, Belfast Castle, Antrim Road, Belfast, BT15 5GR*

and mark your correspondence for the attention of the Chief Executive.

We will acknowledge receipt of your complaint within 3 working days and aim to fully investigate all complaints and issue a response within 10 working days. Upon investigation, should we find that the response is likely to take longer than 10 working days, we will let you know when you can expect a reply.

If you are unhappy with the response, you should write by post or e-mail to our Chief Executive at the contact address above. The Chief Executive will aim to send you a response within 10 working days of receiving your complaint. If our investigation is taking longer than this, then we will let you know when you can expect a reply.

If you remain dissatisfied following the Chief Executive's response, you should write to The Chairman, arc21 Joint Committee, at the contact address above. The Chairman will arrange to have the matter investigated and will aim to send you a response within 10 working days of receiving your complaint. If the investigation is taking longer than this, then we will keep you informed of progress and let you know when you can expect a reply.

If you are still not satisfied you have the right for your complaint to be looked at by the Northern Ireland Public Services Ombudsman. This is a free, confidential service but complaints must be put in writing. The Ombudsman is totally independent of arc21 but likes to see that you have tried to resolve your dissatisfaction with the organisation concerned before contacting him. The contact details for the Ombudsman are:

***The Northern Ireland Public Services Ombudsman, Progressive House, 33 Wellington Place, Belfast BT1 6HN (Tel : 0800 343424)***