

# Complaints Strategy

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This Complaints Strategy is issued in accordance with the requirements set out in the Code of Practice for Statistics. This guide explains the procedures for making a formal complaint, should individuals not feel satisfied with the level of service they have been afforded by the Information and Communications Unit of the Police Ombudsman's Office. Irrespective of whether the complaint is of an administrative or statistical nature, we understand that we must deal robustly with all complaints as it is in the best interests to ensure better service provision for the future.

The Information and Communications Unit aims to deliver a high quality statistical service, which fulfils the principles incorporated within the Code of Practice for Statistics, and as laid out in our Customer Service strategy. We acknowledge that, circumstances may prevail and the Information and Communications Unit's service delivery standards may be affected. We are committed to rectifying such issues promptly when they arise and we will apologise when mistakes are made.

As a first port of call, we would welcome that you contact the Information and Communications Unit to voice your concerns. We will listen to your complaint and strive to:

- treat it seriously and in confidence;
- investigate it thoroughly and fairly;
- resolve it promptly and informally whenever possible;
- learn from complaints to improve our services.

If your complaint isn't resolved to your satisfaction, you can lodge a formal complaint in writing or by e-mail to:

The Head of Communications  
Police Ombudsman for Northern Ireland  
11 Church Street  
Belfast  
BT1 1PG

[info@policeombudsman.org](mailto:info@policeombudsman.org)

Please provide as much relevant background information as possible so that your case can be dealt with promptly, including for example, the statistics with which you are unhappy, or the member of staff from whom you feel you received inadequate service. Of course, where such detail is not available, more general complaints about the service we have provided are also welcomed.

Where the nature of the complaint relates to information provided under the Freedom of Information Act, the Unit will review and respond in line with the internal review process set out under the Freedom of Information Act policy.

If, however, your complaint relates to any other aspect of service, it will be acknowledged within five working days of receipt, giving the name of the member of staff dealing with it. The Director of Information aims to issue a full response to your complaint within 20 working days of receiving it. If this is not possible, he will tell you why and let you know when you can expect a full reply.

If you are not satisfied with the initial response you receive, or the way in which your complaint has been handled by the Director of Information, you can appeal to the Chief Executive. You should make this appeal in writing, giving full details of your dissatisfaction with the Director's decision. In such circumstances you should write to:

The Chief Executive  
Police Ombudsman for Northern Ireland  
11 Church Street  
Belfast  
BT1 1PG

If you remain dissatisfied with the response, and the issue is in connection with the provision of statistics, or an issue of a statistical nature, you can then refer your complaint to the Head of Profession for Government Statistics in Northern Ireland:

The Chief Executive  
Northern Ireland Statistics and Research Agency  
Colby House  
Stranmillis Court  
Belfast  
BT9 5RR