

ADVICE NI LTD COMPLAINTS POLICY/ PROCEDURE

Advice NI is committed to providing a high standard of service and to continuously improving this service. However, we recognize that there may be times when we will not live up to your expectations or our promises. When this happens we ask you to tell us so that we can deal speedily with the problem.

Your comments are important. Not only do they allow us to improve our individual service to you, they also help us to enhance our services in general.

Advice NI aims to provide high quality services to the public, our members and other agencies and individuals in the voluntary and community sector.

If you are unhappy about any of our services, we undertake to deal quickly and effectively with the matter. Firstly we suggest that you contact the member of staff concerned/member of staff responsible for area of concern to see if the problem can be resolved to your satisfaction. Advice NI will do everything they can to put things right including reviewing procedures to stop problems happening again.

If you are not happy with the response, or if you are not sure which member of staff to contact, please follow the steps outlined below:

- All complaints should be made to the Chief Executive (or designated person in his absence) in writing by letter or email. This will be acknowledged within three working days. If your complaint is about the Chief Executive, it should be sent to the Chair of Advice NI who will acknowledge within three working days.

See below details email contact details for both as well as Advice NI main telephone number.

- The Chief Executive/Chair (or designated person in their absence) will investigate the issues raised and let you have Advice NI's response within ten working days. Should the investigation require further time, an acknowledgement letter will be sent to you in the first instance, followed by a full response.
- If you do not feel that the Chief Executive or designated person's response is acceptable, you have the right to ask for your complaint to be referred to Advice NI's Staffing & Resources Committee.
- If your complaint is about the Chief Executive, you have the right for your complaint to be referred to an Advice NI's Complaints Panel (made up of 4 board trustees not involved in the original investigation).
- You will be advised of the date the panel meets and you may attend the meeting to make representation. You may also bring someone with you if you wish for personal support.

- You will be advised of the committee's decision within five working days of its meeting. The committee's decision will be final unless the committee deems it necessary to take complaint to the full board for ratification.

Advice NI Contact Details

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Chief Executive
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Reviewed November 2020

Approved by Board November 2020