



Complaints Procedure

A guide to Consumer Council Feedback

Complaints Procedure

The Consumer Council is committed to providing a high quality service to all our customers.

However there may be occasions when problems arise and you do not receive the service you expect. We want to know when an issue has arisen so that we can put it right and learn from your experience.

Your comments are important, whether positive or negative. Not only do they allow us to improve our individual service to you, they also help us to enhance our services for other customers.

What is a complaint?

A complaint could be about any aspect of our services.

For instance:

- If we do not deliver our services within our specified timeframes,
- If we give you the wrong information,
- If you receive a poor standard of customer care.

How to make a complaint

We are keen to ensure all complaints about our services are dealt with in a satisfactory way and are resolved as quickly as possible. All complaints are dealt with professionally and in confidence.

Often an issue can be resolved easily by contacting the person with whom you have been dealing with.

You can do this in the following ways:

- Email: contact@consumercouncil.org.uk
- Telephone: 0800 121 6022 or (028)902 51600

- Write to us: freepost THE CONSUMER COUNCIL
- Visit us in person at our offices: The Consumer Council for Northern Ireland, 3rd Floor, Seatem House, 28-32 Alfred St Belfast, BT2 8EN.

The Consumer Council will do everything we can to put things right, including reviewing procedures to stop problems happening again.

What happens when you make a complaint?

We will acknowledge receipt of your complaint within **3 working days**.



We will record your complaint and take action immediately.



We will provide an initial response **within 10 working days**, updating you on the progress of our investigation and indicating the likely timescale in which it will be completed.



We may need to contact you during the investigation for further information or clarification.



Once we have completed our investigations we will send you a detailed response.

What to do if you are not satisfied with The Consumer Council's response?

If you are not happy with the response provided you can send your complaint to our Chief Executive.

You can contact John French our Chief Executive in the following ways:

- Email your complaint for the attention of John French to **John.French@consumercouncil.org.uk**
- Submit your complaint in writing to him, including your full name and address, detailing what has gone wrong to:
John French, Chief Executive
freepost THE CONSUMER COUNCIL

If you have difficulty communicating your complaint to us in writing please contact us on our Free Phone number 0800 121 6022 or on (028) 902 51600 and we will be more than happy to assist you.

We can take the details of your formal complaint and send you a copy via post.

We will ask you to sign and return this to us in a freepost envelope provided, to ensure that we fully and accurately recorded all of your concerns.

- **What happens if you are still not satisfied with our Chief Executive's response?**

If you still consider that The Consumer Council has not dealt with the matter either properly or fairly, you can refer your complaint to the Northern Ireland Public services Ombudsman.

The Northern Ireland Public Services Ombudsman investigates complaints about possible maladministration in the delivery of public services. The Ombudsman's role is to ensure that the people of Northern Ireland are served by a fair and efficient public administration that is committed to accountability, openness and quality service.

The Ombudsman will normally expect you to have given the Consumer Council the opportunity to investigate the matter before referral.

You can contact the Ombudsman in any of the following ways:

Email: nipso@nipso.org.uk

Telephone: 0800 3434 24 or (028) 90 233 821

Textphone: (028)90 897789

Writing: freepost NIPSO