**COMPLAINTS PROCEDURE**

**Our complaints policy**

**We are committed to providing quality service to all our users.**

**When something goes wrong, we need you to tell us about it. This will help us to improve our standards.**

**If you have a complaint, please contact us with the details.**

**What will happen next?**

* We will send you a letter acknowledging receipt of your complaint within three days of receiving it.
* We will then investigate your complaint. This will normally involve passing your complaint to our directors.
* The manager/chairperson will then invite you to a meeting to discuss and hopefully resolve your complaint within 14 days of sending you the acknowledgement letter.
* Within three days of the meeting, the chairperson will write to you to confirm what took place and any solutions she has agreed with you.
* At this stage, if you are still not satisfied, you should contact us again and we will review the decision.
* If we have to change any of the timescales above, we will let you know and explain why.

If you are unhappy about the way your complaint has been dealt with, you are able to contact the Office of the Northern Ireland Public Services Ombudsman and raise the issue with them.