

Have you ever received a disappointing or poor public service in Northern Ireland?

You could complain to help prevent the situation from happening again to you or to others.

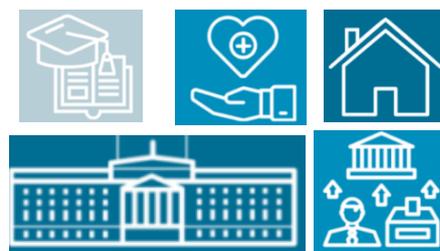
THIS QUICK GUIDE SHOWS YOU HOW TO MAKE A COMPLAINT ABOUT A PUBLIC SERVICE:

1. Go to the Public Body First

Make your complaint directly to the organisation.

Tell the public body (in-person/by phone/email) you want to make a complaint and ask about their complaints procedure.

You may wish to ask someone to support you with this.



What happens next:

- The organisation should try to resolve your complaint.
- They should acknowledge your complaint within a few days and should examine the matter you have complained about, responding to you within 20 working days.

2. Go to the Northern Ireland Public Service Ombudsman (NIPSO) if you're still unhappy with the public body's response

- NIPSO is an independent body providing a free and impartial service to investigate unresolved complaints about public services.
- NIPSO takes the findings from complaint investigations to help drive improvements in complaints standards and share learning more widely.
- NIPSO is happy to help with any questions you may have about how to submit your complaint. To find out more:



<https://nipso.org.uk>



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