

Complaints, Comments and Compliments

Do you have something to
say about Newry, Mourne
and Down District Council?



Comhairle Ceantair
**an Iúir, Mhúrn
agus an Dúin**

**Newry, Mourne
and Down**
District Council

Providing a Quality Service

We are committed to continually improving the services we deliver. Information gained from complaints, comments and compliments is valuable in identifying the needs of our customers and in developing our services to meet those needs.

We accept that sometimes things go wrong. We need to know when you are not happy with our service and to have the opportunity of putting things right. We also see complaints as an opportunity to improve our services. As well as learning from complaints, we want to receive any comments or suggestions you may have to help us improve our services. You can do this by telling a member of staff about your comment or suggestion or by writing to us. This leaflet describes our complaints, comments and compliments procedure.

Making a Complaint

If something does go wrong we need to be able to put it right quickly, and take action to ensure it does not happen again. It is important that your immediate problem is sorted as soon as possible. We also want to know in particular what you think about our service when:

- You are not satisfied with the quality of service you have received
- You have not received a service; or
- You feel that you have not been treated fairly or with respect.

The complaints procedure does not cover first requests for a service or for information. For instance if you contact us about a stray dog this would be treated as a request for service. We can only deal with complaints about services under our direct control.

Contacting Us

We aim to deal with all areas of dissatisfaction quickly and sensitively. There are a number of ways in which you can complain:

- Speak to a member of staff responsible for the service
- Fill in the online form at www.newrymournedown.org
- Telephone the service provider to make a complaint
- Fill in the attached complaint form and send it to:

Customer Services Office
Newry, Mourne and Down District Council

O'Hagan House,
Monaghan Row,
Newry BT35 8DJ
or
Downshire Civic Centre
Downshire Estate,
Ardglass Road
Downpatrick BT30 6GQ

- Write to the department responsible for the service.

A complaint may also be made through a Councillor, or another individual or organisation may complain on your behalf. A Complaints, Comments and Compliments form is also available in this leaflet and on our website.

How the Complaints Procedure Works

1

Local Resolution

Our aim is to resolve problems as promptly as possible. As a first step we would ask you to contact the member of staff you were dealing with. If it is not possible for you to talk to a member of staff or you prefer to contact us in a different way, please see the contact details in this leaflet. Whatever method you use to contact us, you can expect us to take action, if this is appropriate. We will tell you what has happened within five working days. You will also receive an acknowledgement of any written communication within three working days.

2

Service Investigation

If you are not satisfied with our initial response, write to the Director responsible for the service at:

Newry, Mourne and Down District Council
O'Hagan House
Monaghan Row
Newry BT35 8DJ
or
Downshire Civic Centre
Downshire Estate
Ardglass Road
Downpatrick BT30 6GQ

or email: info@nmandd.org

The Director will normally send you a full written response within 15 working days of receiving your complaint.

3

Corporate Review

If you are unhappy with the response you receive from the Director, write to the Chief Executive at the address below.

You should normally expect to receive a full written response within 15 working days of your complaint being received.

4

Ombudsman

We hope that we will be able to resolve any complaint through our complaints procedure. If you are still unhappy, then we are sorry. As a final step you can take your complaint to the Northern Ireland Ombudsman (in his role as Commissioner for Complaints). He is an independent person who investigates complaints about local councils.

You can complain to the Ombudsman at any time, however he will usually only consider your complaint after it has been looked at under our complaints procedure.

The Ombudsman can be contacted by telephone: 0800 343424 (freephone) or email: ombudsman@ni-ombudsman.org.uk

How we use complaints, comments & compliments

- We welcome and value feedback from customers
- We review all suggestions and comments
- We also appreciate any compliments we receive
- We try to plan our services so you do not need to complain
- We analyse all feedback to look for problem areas and to identify ways to improve our services
- We monitor the way we deal with complaints to ensure we meet our targets for handling and resolving them. We regularly publish details of how well we have met our targets and how we have dealt with complaints.

Unsure what to do?

- If you do not know what service you want to contact or if you are not sure who to speak to, telephone 0300 013 2233 or Planning 0300 200 7830
- You can also contact the Council by text phone on 028 4461 0817
- You may also consult our website www.newrymournedown.org

Newry, Mourne and Down District Council Complaints, Comments and Compliments Form

My Details

First name _____

Last name _____

Address _____

Postcode _____

Telephone number (daytime) _____

Telephone number (evening) _____

Email address _____

My Complaint, Comment, or Compliment

My complaint, comment or compliment is _____

Office Use Only

Received _____

Input on database _____

Action taken by _____

Date completed _____

By _____

Form continued

Complaint Details

In the case of a complaint, please detail what happened or failed to happen, and tell us what you would like us to do to put things right. If possible please say which service was involved, eg. Street Cleaning, Bin Collection, Dog Fouling, Planning, Leisure Services, and how this has affected you.

Please attach a continuation sheet if necessary

Completing Your Form

If you are not sure where to send your completed form, please forward to:

Customer Services Office
Newry, Mourne and
Down District Council
O'Hagan House
Monaghan Row
Newry BT35 8DJ
or
Downshire Civic Centre
Downshire Estate
Ardglass Road
Downpatrick BT30 6GQ

We comply with the
Data Protection Act 1998.

Previous Details

Have you previously raised this matter? If so, please provide details.

Signed _____


Date _____


Ag freastal ar an Dún agus Ard Mhacha Theas
Serving Down and South Armagh

0300 013 2233 (Council)
0300 200 7830 (Planning)
council@nmandd.org
www.newrymournedown.org

Oifig an Iúir
Newry Office
O'Hagan House
Monaghan Row
Newry BT35 8DJ

Oifig Dhún Pádraig
Downpatrick Office
Downshire Civic Centre
Downshire Estate, Ardglass Road
Downpatrick BT30 6GQ

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This document can be made available in a range of formats upon request