



Local Government Staff Commission For Northern Ireland

Complaints Procedure

(UPDATED DECEMBER 2023)

Complaints Procedure

The Local Government Staff Commission for Northern Ireland is an Executive Non-Departmental Public Body established under the Local Government Act (NI) 1972.

How to Complain

If you wish to complain:

- The quickest way to resolve a problem is to explain it to a member of staff.
- Fill in the complaints form (see below) and return it to the Commission by email to: info@lgsc.org.uk or by post to the relevant member of staff at:

Local Government Staff Commission
3rd Floor, St Anne's House
15 Church Street
Belfast
BT1 1ER

STAGES OF THE COMPLAINTS PROCEDURE

The Commission's complaints handling procedure consists of 2 stages:

- Stage 1: Frontline Response
- Stage 2: Investigation

Stage 1: Frontline Response

In the first instance, the complaint will be managed as a stage 1 frontline response. This gives the Commission an opportunity to resolve or respond to complaints quickly and effectively.

The Commission will respond at this stage within 5 working days of the date of registration of the complaint. The Commission will register all complaints on the day received unless it is received after normal business hours or received on a weekend or bank holiday, in which case the date of receipt is considered to be the next working day.

On many occasions, it will be most appropriate to resolve complaint 'on-the-spot'. If your complaint requires a written response, this will include the outcome of the complaint, the reasons for the decision or agreed action taken to resolve the complaint and provide you with the appropriate information on how to escalate to stage 2 if you remain dissatisfied.

If longer than 5 days is required to resolve your complaint, you will be advised as soon as possible with an explanation and a revised date. In the event of an extension the Commission will provide a reason for the extension and a revised date no longer than 10 working days in total from the date the complaint was registered.

If your complaint is extended and you have not received a response within 10 working days and the Commission has not provided you with a revised date, you have the right to request the complaint is escalated to stage 2.

Stage 2: Investigation.

If you are unhappy with the outcome of the Stage 1 frontline response, you may wish to take the matter further, escalating to a Stage 2 investigation.

This is the final stage of the Commission's complaints procedure. Stage 2 aims to explore the complaint in more depth. Therefore, when requesting a stage 2 complaint investigation, you will be required to detail in writing why you remain dissatisfied and your expectations from a further investigation.

Receipt of your complaint will be acknowledged by the Commission within 3 working days.

If the Commission remains unclear as to your expectations, we will contact you to agree the issues of complaint and outcome sought before an investigation begins. The Commission will ensure that the complaint is fully investigated by the Director of Corporate Services or the Commission's Chairperson.

The Commission will provide a full response to your Stage 2 complaint as soon as possible but no later than 20 working days from the time the complaint was received for investigation.

If longer than 20 days is required to investigate your complaint, you will be advised as soon as possible with an explanation and a revised date.

TAKING YOUR COMPLAINT FURTHER

If you are not satisfied with the final response from the Commission, you can ask the Northern Ireland Public Service Ombudsman (NIPSO) to investigate your complaint. NIPSO will normally only deal with your complaint if you have first given the Commission an opportunity to respond and complaints are expected to be brought within 6 months from receipt of the Commission's Stage 2 response.

NIPSO can be contacted via:

In writing to: The NI Public Service Ombudsman
33 Wellington Place
Belfast
BT1 6HN

Freepost: FREEPOST NIPSO

Freephone: 0800 34 34 24

Email: nipso@nipso.org.uk

Website: www.nipso.org

LOCAL GOVERNMENT STAFF COMMISSION FOR NORTHERN IRELAND
COMPLAINTS PROCEDURE

Complaint Form

What is your complaint regarding? (Please give as much detail as possible)

(Please continue on a separate sheet if necessary.)

It will help us to investigate your complaint fully and contact if you fill in the following:

<p>Name:</p> <p>Address and postcode:</p> <p>Contact Phone number:</p> <p>Signature:</p>

For Staff Use Only

Form Received By: _____ **Date:** _____

Information logged by: _____ **Dat** _____