

PBNI COMPLAINTS TIMESCALES

Informal Local Resolution

- Aim to complete the process within 15 days from receipt of complaint
- Complainant has 10 days to decide to proceed to formal stage (Internal Investigation)

Internal Investigation

- 25 days from the appointment of the Investigating Officer for completion of the Internal Review Report
- Complainant has 10 days to decide to proceed to the next stage of the formal process (Internal Review)

Internal Review

- 20 days for Internal Review

If a complainant is not satisfied with the outcome of the Internal Review they can proceed to the Northern Ireland Public Services Ombudsman within 6 months of the date of the Internal Review decision letter.

PBNI recognises that a good quality response may take time. PBNI will seek to avoid a situation where the pressure to respond within a target time results in a poor quality response. In the event of delay, the Investigating Officer will provide regular progress updates to the complainant and staff involved, clearly outlining the reasons and anticipated timescale.

PBNI recognises that, in exceptional circumstances, it may also be necessary for complaints to be fast-tracked because of eg risk, public protection, anxiety of complainant, media publicity.