



## Complaints Procedure

### How to make a complaint about the Boundary Commission

We aim to give the best possible service to everyone we deal with. However, from time to time things do go wrong and people who complain have a right to expect those instances to be dealt with properly. Handling complaints well is important to us – it reassures people that their concern has been taken seriously, enables us to learn from anything we may have done wrong or could do better, and reinforces public trust and confidence in us as an organisation. When handling complaints, we do our best to:

- get it right
- be customer-focused
- be open and accountable
- act fairly and proportionately
- seek continuous improvement

The Commission defines a complaint as:

“an expression of dissatisfaction about the standard of service provided by the Boundary Commission for Northern Ireland, or about action or lack of action by the Commission’s staff, that needs a response.”

You can make a complaint in writing or by email using the details below. Ordinarily your complaint will be investigated and a response sent by the Board Secretary. If you can’t contact us in writing, call on 028 9052 7821, or ask somebody to contact us on your behalf to request an alternative format.

Eamonn McConville  
Secretary to the Boundary Commission for Northern Ireland  
The Bungalow  
Stormont House  
Stormont Estate  
Belfast BT4 3SH

Email: [contact@boundarycommission.org.uk](mailto:contact@boundarycommission.org.uk)

If you feel that your complaint should be investigated in confidence, you need to make this clear when making your initial complaint. We aim to respond to all complaints within 20 working days. If for any reason we can't we will let you know.

## **What if you are not satisfied with the response?**

You may ask for your complaint to go to the next stage, which is a review by our Deputy Chairman and members of the Commission.

## **If you are still not satisfied, you may decide to refer your complaint to the Parliamentary and Health Service Ombudsman.**

Contact details for the Ombudsman's Office are provided below:

Parliamentary and Health Service Ombudsman

Customer Helpline: 0345 015 4033

8.30am – 5.30pm Mon - Fri

or you can visit their website at:

<http://www.ombudsman.org.uk/make-a-complaint>

We will try as hard as possible to respond to complaints in a way which makes the complainant feel heard. If, however, it becomes clear that a complaint is repeated without substance, or is vexatious, we will tell the complainant that we can add nothing further and the matter is closed.