

DETI COMPLAINTS PROCEDURE

Introduction

The procedure below explains how you can make a complaint regarding the quality of our services, what standards you can expect when you do so, and what you can do if you are still dissatisfied.

The Department has separate complaints procedures in place for any dealings you may have with the Insolvency Service and for the handling of Freedom of Information requests. Details of these procedures can be found at the relevant links on the Departmental website (www.detini.gov.uk).

The Department is committed to providing the highest standard of service to all its customers. Our aim is to get things right first time. However, if you are not entirely satisfied with any aspect of our service, please tell us and we will do our best to resolve the matter as quickly as possible.

We will investigate your complaint, give you an explanation and make every effort to resolve the matter to your satisfaction. If we have made a mistake, or the problem has been caused by us, we will apologise.

How to Make a Complaint

Informal Procedure

Our aim is to resolve your complaint quickly and you are invited initially to bring any matter of concern to the attention of the Departmental official with whom you have been dealing. However, if you still feel dissatisfied after this approach to deal with your complaint, you may initiate a formal complaint in writing.

Formal Procedures - Step 1

You should write to us giving full details of the complaint. We will arrange for your complaint to be investigated and will aim to provide a full written reply within 10 working days of receiving it. If a full reply cannot be given within this timescale, you will be advised of progress and told when you can expect a full response.

You can write to us at the following address:

Corporate Services
Department of Enterprise, Trade and Investment
Netherleigh
Massey Avenue
Belfast
BT4 2JP.

Fax: (028) 9052 9286

E-mail: information@detini.gov.uk

Formal Procedures - Step 2

If you are not satisfied with our reply you can contact the Department's Complaints Officer, again giving full details of your complaint and why you remain dissatisfied. The Complaints Officer will review the matter and respond within the timescales as set out in Step 1.

You can write to the Complaints Officer at:

Complaints Officer
Department of Enterprise, Trade and Investment
Netherleigh
Massey Avenue
Belfast
BT4 2JP

Fax: (028) 9052 9286

Email: information@detini.gov.uk

Our standards

In all cases the Department will:

- Acknowledge receipt of your complaint. We will normally issue a letter of acknowledgement within 2 working days of receiving your complaint;
- Treat your complaint in a confidential manner;
- Carry out a thorough investigation;
- Aim to provide a written reply to your complaint with a full explanation of the outcome of our investigations within 10 working days and, where this is not possible, let you know when a reply can be expected;
- Apologise if we have made a mistake or if a problem has been caused by us; and
- Let you know what we have done or will do to put things right.

The Ombudsman

Our Complaints Procedure is not a substitute for your right to complain to the Ombudsman's Office. You should note, however, that the Ombudsman will generally expect you to have used all the steps of the Department's internal Complaints Procedure before accepting your complaint.

Your complaint must initially be referred to the Ombudsman by a Member of Parliament (MP) / Member of the NI Assembly (MLA).

You can contact the Ombudsman in any of the following ways:

Letter:

The Ombudsman
Freepost BEL 1478
Belfast
BT1 6BR

Telephone: 0800 34 34 24 (freephone) or (028) 9023 3821

Fax: (028) 9023 4912

E-mail: ombudsman@ni-ombudsman.org.uk

In person (between 9.30am and 4pm) at:

The Ombudsman's Office
33 Wellington Place
Belfast
BT1 6HN.