



Derry City & Strabane
District Council

Comhairle
**Chathair Dhoire &
Cheantar an tSratha Báin**

Derry Cittie & Stràbane
Destrìck Cooncil

Steerins fer Maakin Remairks, Compliments an' Gurns

February 2024



1.0 Forrit

Derry City an' Strabane Districk Council ettles tae gie guid quality service fer aa o' oor commonities. In oor Customer Services Chairter we set oot the stannarts ye ir entitlet tae expect quhan gettin' oantae the cooncil bae tellyphone, screed, e-poast ir face tae face.

In monie airts thaire ir specific service stannarts forebye at ir set oot in Depairtmental Plens. Tae heft iz tae deliver oor objectives an' mak' siccar at we ir meetin' yer needs we wud bae sarious gled tae get yer remairks, compliments ir gurns.

Hoo can A gie mae remairks ir compliments?

We want tae mak' it as easy as possible fer ye tae gie iz yer remairks ir compliments. Ye can gie iz yer remairks/compliments bae;

- **Fillin' oot the Remairks, Compliments ir Gurns foarm,**
- **Face tae face (aa onie o' oor receptions).**
- **bae screed,**
- **bae e-poast tae customerfeedback@derrystrabane.com**
- **bae tellyphone 02871 253253 Ext 6606**
- **Through oor wabsteid www.derrystrabane.com**

Quhat baes oor gurn handlin' process?

The Cooncil defines a gurn as "an expression o' dissatisfaction bae yin ir mair members o' the public aboot oor ection ir want o' ection ir adae wi' the stannarts o' service gien bae iz ir oan oor baehauf".

Cooncil leuks aa gurns as a chanst tae review an' mak' better the services we gie.

In handlin' a gurn we wul mak' uise o' the principals ablow:

- **Stairt oot richt**
- **fix hit earlie oan**
- **airt oan quhat matthers**
- **bae fair**
- **bae honest**
- **lairn an' get better**



We hope at the services ye get fae iz ir o' the quality ye ir entitlet tae expect. Hooinever gif things gae wrang, we wul need tae know aboot thaim tae lairn fae thaim an' pit thaim richt. Thon wul heft iz tae mak' oor performance better.

Examples o' matters ye might want tae gie oot about ir:

- **Failin' ir refusin' tae gie a service**
- **puir quality ir stannart o' service**
- **owre lang houl ap in gien a service**
- **No bein' satisfied wi' a policy ir hit's impact oan the boadie**
- **no richtly applyin' laa, procedure ir steerins quhan gien services**
- **failin' tae follae the apt administrative process**
- **Ections, treatment bae ir attitude o' a member o' staff ir contractor (except quhar thaire ir arrangements in place fer the contractor tae deal wi' the gurn thaimself)**
- **a consairn aboot the ections ir service o' an organisation deliverin services oan oor baehauf**
- **disagreein' wi' a decision (apairt fae quhan thaire baes a laafu procedure fer challengin' thon decision, ir an established appeals process)**
- **No bein' satisfied wi' hoo a pairt o' a plennin/pension decision wus administered.**

Gif ye want tae mak' a gurn we hae a simple twa-stage procedure.

Gif a matter isnae a gurn ir isnae apt fer handlin' unner the Gurn Handlin' Procedure we wul explain fer wie thon baes the caase an' advise o' onie ection we wul tak'.

Tim' Leemit fer maakin gurns

Ye shud tak' ap yer gurn wi'in sax monthts o' quhan ye furst kent aboot the hannlin, unless thaire ir unco circumstances fer leukin intae gurns fae ayont thon leemit, (fer example, quhar a boadie wusnae fit tae gurn oan accoot o' sarious seekness ir bein' lately bereaved ir didnae know aboot the issue).

Quhar a customer haes gat a stage 1 repone an' baes wantin' tae gae oan tae stage 2, gif thaire irnae unco circumstances, they shud ax fer thon wi'in 30 days o' gettin' thair stage 1 repone.

We wulnae use the tim' leemits abeen in a rigid wie. Quhan wrochtin oot whether tae use discretion ootby thae tim' leemits, the follaein faictors ir apt: taakin the sariousness o' the issue intae accoot, apt records an' staff involved bein' available, hoo lang sine the events tuk place, an' hoo likesey hit baes at an investigation wul hae the ootcum o' a practical benefit fer the customer ir uisefu lairnin fer the organisation.



Aa the enn o' the gurns procedure, the boadie maakin the gurn haes the richt tae gurn tae NIPSO an' the tim' leemit fer thon baes maistly wi'in sax monthts o' completin' oor gurns procedure. Hooiniver NIPSO haes discretion no tae uise thae tim' leemits an' nicht dae thon gif NIPSO alloos at special circumstances apply.

Heftin' the customer:

Ivry member o' the public haes the richt o' equal access tae oor gurns procedure. Hit baes important tae recognise at sim customers nicht face barriers tae gurnin. Thon nicht bae physical, sensory, communication ir leid barriers, bit can tak' in forebye thair anxieties an' consairns. Customers nicht bae needfu' o' hefts tae owrecum thae barriers an' hannlins.

Ivry needfu' ettlin wul bae maide tae mak' siccar at fowk wi' pairticular needs, laike physical an' sensory hannlins, lairnin disablements an' stakehaulers wha ir less familiar wi' Inglis hae fu' access tae thae procedures.

Foarms can bae gat in baag prent, braille, audio ir owreset intae commonity leids as bae's needfu'. In sim specific circumstances the cooncil wul offair face tae face hefts an' advocacy tae thaim at nicht need hefts tae mak' a gurn ir tae repone. Derry City an' Strabane Destricks Cooncil ettles aa gettin' fowk tae leuk fer hefts fae freens an' ither representatives, an' the cooncil wul heft fowk tae fin' sich hefts quhar thon baes possible.



Stage 1: Frontline Repone

We ettle aa gien furst cless customer service aa o' the tim'. Gif ye aloo at we havnae done thon, the furst boadie ye shud get oantae, gif ye're ettlin tae gurn, baes the heidyin o' the service/facility at ye irnae happy aboot.

Gif ye gurn in person we wul ettle tae repone aa the tim'. Gif we cannae dae thon we wul explain fer wie tae ye.

Ye can gurn forebye bae screed, e-poast, tellyphone ir bae fillin' oot oor Remarkks, Comments ir Gurns Foarm. Gif ye dae thon ye shud get a fu' repone wi'in five waarkin days.

Gif thon isnae possible we wul get oantae ye explainin' fer wie thaire baes a houl ap and say quhan ye'll get a fu' repone. Thon wul bae wi'in, aa maist, 10 waarkin days in fu' fae the date o' receipt.

Gif we cannae sort oot the gurn wi'in 10 waarkin days we wul get oantae ye an' taak aboot progressin' the gurn tae Stage 2.

Gif ye aloo at the gurn baes sarious ir complex an' baes needfu' o' an in depth speirin intae we wul, efter discussion an' 'greement wi' ye, leuk intae hit aa Stage 2.

Oan ivry occasion we wul ettle tae soart matthers oot honestly, politely an' professionally an' as soon as baes possible.



Stage 2: Speirin Intae

Gurns at ir clearly needfu' o' in depth speirin intae wul bae taaked about wi' ye an', gif 'greed, wul bae dealt wi' as a Stage 2 speirin intae.

Forebye thon gif ye irnae content wi' the ootcum aa Stage 1 ye can ax iz tae leuk aa yer gurn agin – ye shud tell iz fer wie – an' we wul progress hit tae Stage 2.

Ye can ax fer thon:

- **Bae screed (letther, e-poast, etc.)**
- **Bae wurd o' mooth (quhan a screevit record wul bae maide)**
- **Wi' a representative organization/boadie**
- **Bae fillin' oot the oanline foarm oan oor wabsteid, ir**
- **Bae fillin' oot the Remarks, Compliments ir Gurns foarm.**

The epoast address fer gurns baes: customer.feedback@derrystrabane.com

Yer gurn wul then bae sent oantae the apt Heid o' Service. Ye wul get an' acknowledgement o' yer gurn bae screed (ir ither apt format) wi'in 3 waarkin days.

Thon acknowledgement wul gie ye the naime an' contact wittens o' the senior offaicer pit ap bae the Heid o' Service tae speir intae yer gurn. Thon wulnae bae the saime boadie wha dealt wi' yer gurn aa Stage 1.

The Heid o' Service wul mak siccar at a speirin intae baes carriet oot. We nicht get oantae ye, gif apt, tae ganch aboot yer gurn an/ir get mair wittens.

The Heid o' Service wul mak' siccar forebye at a report oan the ootcum o' the speirin intae baes maide an' at ye get a fu' screevit repone wi'in 20 waarkin days o' ye maakin yer furst gurn.

Gif we cannae meet thae tim'scales we wul tell ye aboot onie houl ap an' gie ye a new date fer quhan ye shud get a repone.

We wul tell ye quhat we ir daein tae pit matthers richt ir explain quhat went aglee.

We wul apologise gif we hae maide a mistake.



Quhat noo?

Gif ye irnae content wi' oor repone ye can ax the Norlin Airlan Public Services Ombudsman tae leuk aa yer gurn.

**The Norlin Airlan Public Services Ombudsman's contact wittens ir:
The Norlin Airlan Public Services Ombudsman
33 Wellington Place
Bilfawst
BT1 6HN**

Tellyphone Freephone: 0800 34 34 24

Epoast: nipso@nipso.org.uk

Wabsteid: www.nipso.org.uk

A Guide to Making Comments, Compliments and Complaints

Policy and Guidance



Derry City & Strabane
District Council
Comhairle
Chathair Dhoire &
Cheantar an tSratha Báin
Derry Cittyie & Strabane
Districk Council

This information is available upon request in a number of formats including large print, Braille, PDF, audio formats (CD, MP3, DAISY) and minority languages.

For further information on alternative formats please contact T: 028 71 253253 or equality@derrystrabane.com