



**Derry City & Strabane**  
District Council

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

**Derry Cittie & Stràbane**  
Destricks Council

## **Derry City and Strabane District Council**

# **A Guide to Making Comments, Compliments and Complaints.**



# Derry City and Strabane District Council

## A Guide to Making Comments, Compliments and Complaints.

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### Introduction

Derry City and Strabane District Council aims to provide good quality services for all our communities. We have set out in our Customer Service Charter the standards that you can expect when contacting the Council by telephone, by textphone, by letter, e-mail or in person.

In many areas, there are also specific service standards, which are set out in Departmental Plans. To help us deliver our objectives and ensure that we are meeting your needs, we would welcome your comments, compliments or complaints.

### How Can I Give My Comments Or Compliments?

We want to make it as easy as possible for you to give us your comments and compliments.

You can let us know your comments/compliments by;

- Completing the Comments, Compliments or Complaints Form;
- In person at any of our receptions;
- In writing;
- By e-mailing: [customerfeedback@derrystrabane.com](mailto:customerfeedback@derrystrabane.com);
- By telephone: 028 71 253 253;
- By textphone: 028 71 376 646;
- Through our website: [www.derrystrabane.com](http://www.derrystrabane.com).

## How Do I Make A Complaint?

We hope that the services you receive from us are of the quality that you expect. However, if things go wrong we need to know about them so that we can put them right and learn from them.

This will help us improve our performance.

If you want to make a complaint, we have a simple three-stage procedure.

## Stage 1:

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### Response from Service Manager

We want to give you good customer service at all times. The first person you should contact if you want to make a complaint is the manager of the service you are unhappy with. We can usually sort out mistakes and misunderstandings quickly and informally at this stage. If you are unsure who to contact you can find a list of service officers and contact details on our website [www.derrystrabane.com](http://www.derrystrabane.com) or you can telephone our offices on 028 71 253253 or use our textphone 028 71 376646.

We will try to sort things out honestly, politely and as quickly as possible. If you complain in writing, by e-mail, by textphone or by completing the Comments, Compliments or Complaints Form you will receive a full and clear reply within 15 working days.

If this is not possible we will send you a letter explaining why there is a delay and saying when you will receive a full response. We will tell you what we are doing to put things right or to explain what has gone wrong. We will apologise if we have made a mistake.

# Stage 2:

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## Comments, Compliments or Complaints

### Formal Complaint

If you are not satisfied with the outcome of Stage 1, you should tell us why. You can do this by making a formal complaint to the Chief Executive either:

- In writing
- Orally - (in which case a written record will be made of your complaint on the Comments, Compliments or Complaints Form)
- Via a representative organisation / individual
- By completing the on-line form on our website, or
- By completing the Comments, Compliments or Complaints Form.

The Chief Executive will then forward your complaint to the appropriate Head of Service. You will receive an acknowledgement of your complaint in writing (or any other appropriate format) within 5 working days. This acknowledgement will give you the name and contact details of the senior officer nominated by the Head of Service to investigate your complaint. This will not be the same person who has dealt with your complaint at the informal stage.

The Head of Service will ensure that an investigation is carried out. You may be contacted, if appropriate, to discuss your complaint and /or to supply further information. The Head of Service will also ensure that a report on the outcome of the investigation is prepared and that you receive a full written response within 15 working days of you submitting your initial complaint.

In the event, that we are unable to meet these timescales, we will tell you about any delay and give you a new date for when you should receive a response.

## Stage 3:

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### **Review by Chief Executive**

In the event that you are still unhappy with how the Council has dealt with your complaint, you may seek to have the outcome of the investigation reviewed by the Chief Executive.

You can do this by completing and returning the reply slip which will accompany the written response to your complaint from the Head of Service or by contacting the Chief Executive either in writing, orally or via a representative organisation/individual.

The Chief Executive will meet with the Head of Service and/or appropriate officer(s) as necessary and will inform you of the outcome of the internal investigation within 15 working days of the review being requested. This response will be in writing (or in any other appropriate format).

In the event, that we are unable to meet these timescales, we will tell you about any delay and give you a new date for when you should receive a response.

## General

If you are not satisfied with the way your complaint is being handled at any time during this procedure you can complain directly to:

NI Public Services Ombudsman  
33 Wellington Place  
Belfast  
BT1 6HN

**Freepost:** Freepost NIPSO

**Tel:** 028 90 233821

**Text Phone:** 028 90 897789

**Freephone:** 0800 343424

**Email:** [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)



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

For further information on alternative formats please contact

**tel:** 028 71 253 253

**text phone:** 028 71 376 646 or

**e-mail:** [equality@derrystrabane.com](mailto:equality@derrystrabane.com)

**[www.derrystrabane.com](http://www.derrystrabane.com)**