

Customer Services Complaints Policy and Procedure

2024

Customer services complaints policy

The Certification Office staff strive to always provide a high standard of services. We recognise that service levels may, on occasion, not meet customers' expectations. If this happens, we would like to hear from you so that we can address your concerns and expectations to ameliorate the customer experience. If you wish to make a complaint regarding our services, please consider the following. You can complain about:

- Poor service
- The handling of your personal data
- Failings surrounding Freedom of Information (FOI) requests

Contacting the Certification Office

Please complete the form using the link below and email to complaints@nicertoffice.org.uk within 6 months of the date of the incident:

[Customer Services Complaint Form 2024.pdf \(nicertoffice.org.uk\)](#)

Alternatively, you can telephone, write or email to our customer complaints officer.

Telephone: 02890 237 773

Email: complaints@nicertoffice.org.uk

Address: 4th floor, James House, Cromac Avenue, Belfast BT7 2JA

Special assistance with communication

We consider requests for information in alternative formats and will provide an interpreter if necessary. If you are unable to submit your complaint online or in writing due to, for example, a disability, please ring our Customer Services team on 028 9023 7773.

Information you need to provide

To help us investigate and resolve the complaint as quickly as possible, you will need to provide the following information:

- your name;
- your email address;
- a daytime telephone number where we can contact you;
- a clear description of your concern or complaint, with dates;
- details of what you would like us to do to put it right;
- copies of any relevant documents, such as letters or policies.

How we will handle it

We will aim to acknowledge your complaint within three working days and to provide a response within ten working days. If you are dissatisfied with our response, you can appeal (the process or outcome) to the Certification Officer within one month of receipt of the initial response. You should use the following address and give details about what is being appealed and why:

Certification Officer
4th Floor
James House
Cromac Avenue
Belfast
BT7 2JA

This is the final stage in the process, and we will aim to respond within ten working days of receipt. The Agency will not normally respond further unless new information is available.

All information relating to your complaint will be kept confidential and will not be shared with any other organisation or person. Full details of our privacy policy can be found here www.nicertoffice.org.uk/privacy-policy-and-data-protection-statement. This information will be deleted in line with GDPR guidelines and The Data Protection Act.

If you are dissatisfied with the Certification Officer's response you may refer your complaint to the Northern Ireland Public Services Ombudsman (the Ombudsman). Contact details for the Ombudsman:

Northern Ireland Public Services Ombudsman
Progressive House
33 Wellington Place
Belfast
BT1 6HN

Telephone: 028 9023 3821
Text phone: 028 9089 7789
Freephone: 0800 34 34 24
e-mail: nipso@nipso.org.uk
Freepost: Freepost NIPSO

Please note there is a 6-month time limit (*from the date of our final response*) to refer your complaint to the Ombudsman.

Further information regarding the Northern Ireland Public Services Ombudsman and the service they provide can be found on their website [Northern Ireland Public Services Ombudsman | NIPSO](http://NorthernIrelandPublicServicesOmbudsman.NIPSO).

Customer services complaints procedure

Dealing with customer services complaints

The Certification Office follows a 2-stage complaints process which seeks to resolve complaints as quickly as possible.

Stage 1 - completion within ten working days

Informal complaints

If you contact us about some aspect of our service that you are unhappy with, an Officer will contact you and offer to quickly resolve the issue informally.

Stage 2 - Formal complaints

Where you are not happy with the informal outcome, or you prefer to proceed formally we will follow the steps given below.

If you make a formal complaint the Assistant to the Certification Officer will refer it to the Certification Officer and create a record of your complaint.

The Certification Officer will:

- summarise the main issues to be resolved and agree these with you;
- investigate your complaint;
- provide a detailed response to you setting out the findings and the reasons for the findings;
- inform the Assistant to The Certification Officer of their findings;
- the Assistant to the Certification Officer will update you with the outcome of the investigation and how the matter can be resolved.

This is the final stage in the process. The Certification Office will not normally respond further unless new information is available.

External appeal

If, following a Stage 2 investigation you are dissatisfied with the response to your complaint, you may refer your complaint to the Northern Ireland Public Services Ombudsman. Contact details are given on page 2.