

# Complaints Procedure

## Making a complaint about the Gillen Review

This guidance explains what you can do if you are unhappy with the service you have received from the Review.

The Gillen Review is committed to providing a high quality of service to its contributors. We welcome complaints about any aspect of our service that you do not think is acceptable. For example, you may be unhappy about:

- Maladministration (e.g. failing to follow the right procedures);
- Delays in receiving information/responses within accepted timeframes;
- Difficulty in contacting the correct team or person;
- Incorrect information or guidance issued by the Review team;
- Attitude and conduct of the Review team.

## How to make a complaint

When making a complaint:

- Provide your name and address and telephone number;
- Explain clearly what you are complaining about;
- Give as much detail about the complaint including dates, particular events and names of staff you spoke to at the time.

### Step One

If you are not happy with our service you may raise your complaint with the Secretary to the Review. We will acknowledge receipt of your complaint within three working days and the Secretary to the Review will provide a full response within 15 working days. If the deadline

cannot be met, you will receive an explanation informing you when you can expect a full response.

You can express your dissatisfaction in the following ways:

<b>By Telephone</b>	028 9026 1361
<b>In writing</b>	The Gillen Review 6th Floor, Millennium House 25 Great Victoria Street, Belfast BT2 7AQ
<b>By Email</b>	<a href="mailto:enquiries@gillenreview.org">enquiries@gillenreview.org</a>

## Step Two

If you are not happy with the response you receive from the Secretary to the Review and still feel that your complaint has not been adequately dealt with you can refer your case to the Head of the Review. The Head of the Review is the final point of appeal for complaints. Details of how to contact the Head of the Review will be provided in the response you receive from the Secretary to the Review. The Head of the Review will aim to reply within 15 working days. If this deadline cannot be met, you will receive an explanation informing you of when you can expect a full response.