

**Complaints Leaflet**

If you have a complaint about a service you have received from the Children’s Court Guardian Agency for NI, we want to hear from you.





**Who can complain?**

Any person can complain about the services they have received from the Children’s Court Guardian Agency. You can also complain on someone else’s behalf, although you will generally need their consent.

**How can I make a complaint?**

You can make your complaint in the way that best suits you. This can be face-to-face, on the telephone, in a letter, by email, or online.

|  |  |
| --- | --- |
| https://upload.wikimedia.org/wikipedia/commons/thumb/5/5c/Chat_bubbles.svg/1058px-Chat_bubbles.svg.png | In person  |
|  | In writing to: Complaints Officer Children’s Court Guardian Agency for NI James House2-4 Cromac Avenue Gasworks Business Park Ormeau RoadBelfastBT7 2JA |
| See the source image | Email: complaints@nigala.hscni.net  |
| See the source image | Online Form: [Complaints | Children’s Court Guardian Agency for NI](https://staging.childrenscourtguardianagencyni.co.uk/contact-us/complaints) |
| See the source image | Phone: 0300 555 0102 |

You should try to provide us with details of:

* Relevant contact details:
* What is being complained about?
* Where possible, what remedy is being sought?

You should try and complain as soon as possible. This should be within six months of you becoming aware you have a reason to complain, and normally no longer than 12 months after the event.

**Where can I get a copy of the complaints policy?**

The Children’s Court Guardian Agency for NI Complaints Policy is available upon request or can be downloaded from the website: [Complaints | Children’s Court Guardian Agency for NI](https://staging.childrenscourtguardianagencyni.co.uk/contact-us/complaints)

The policy can be made available in alternative formats upon request by contacting the Complaints Officer.

**Ongoing court proceedings**

If the case is before a court the Agency will notify the court of the complaint. The Agency will review the complaint and, if there is merit, provide the court with an update on completion of its investigation.

When a Children’s Court Guardian has been ordered by the court to write a report or provide a professional opinion, and you do not agree with the content of the report, the professional opinion or the recommendations of the Guardian, this must be raised in court where it can be explored. Such matters related to court proceedings raised with the Agency, after the court proceedings have ended, cannot be investigated. Any such matters must be raised in court. The Agency is unable to change the outcome of court hearings.

**Help with making a complaint**

The Children’s Court Guardian Agency’s complaints officer can provide you with more information on how to make a complaint.

Alternatively, the Patient and Client Council can provide free and confidential advice, information and help to make a complaint. This might include help with writing letters, making telephone calls, and supporting you at any meetings you might need to attend. You can get more information on the services provided by the Patient and Client Council at [www.patientclientcouncil.hscni.net](http://www.patientclientcouncil.hscni.net) or by phoning Freephone 0800 917 0222.

**What will happen next?**

Your complaint will be acknowledged within 2 working days of receipt. We will aim to respond to your complaint in full within 20 working days. Some complaints may take longer to resolve than others.

We will tell you if it becomes clear that we can’t respond within these timescales, and we will explain why.



**What to do if you’re not happy with the response**

If you are not happy with the response, you can refer your complaint to the Northern Ireland Public Services Ombudsman. The Ombudsman will consider your complaint to determine whether it warrants investigation. Further information on the services provided by the Ombudsman is available at:

The Ombudsman

Freepost NIPSO

Belfast

BT1 6BR

Freephone: 0800 34 34 24

Email: nipso@nipso.org.uk

Website: [www.nipso.org.uk](http://www.nipso.org.uk)

**Children’s Court Guardian Agency for NI locations:**

|  |  |  |
| --- | --- | --- |
| James House2-4 Cromac AvenueGasworks Business Park Ormeau RoadBelfast BT7 2JA | Spencer House12-22 Spencer RoadUnit 6 & 7Derry/LondonderryBT47 6QA | Dobbin CentreUnit 11Dobbin LaneArmaghBT61 7QL |