

# Unhappy with our service?

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What to do if you are unhappy with the Consumer Council's service.

We are committed to providing a free, high-quality service to all our customers. However, there may be occasions when problems arise, and you do not receive the service you expect. We want to know when an issue has arisen so that we can put it right and learn from your experience.

Your comments help us improve our individual service to you and to other consumers.

# What you could complain about

You could complain about us if:

- We do not deliver a service on time
- We give you the wrong information
- You receive a poor standard of customer care.

## Complaints we can't investigate

Our complaints procedure doesn't cover:

- your disagreement with our decision on your complaint (complaining about our service is not likely to alter the investigation outcome)
- the evidence we looked at in reaching that decision
- the failure of your service provider to implement the remedy.

## How to make a complaint about the Consumer Council

We offer a 3-step complaint escalation process.

By following the steps below, you provide us with the opportunity to resolve your complaint as early as possible.

### Step 1: Tell us

If you are unhappy with the service you received/are receiving, please inform the member of staff you are liaising with to give them the opportunity to put it right.

### Step 2: Escalate your complaint to our team supervisor

If you remain unhappy, you can escalate the matter to the Protection Team Supervisor by email, phone, or in writing:

- email: [contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk), FAO Protection Team Supervisor

- phone: 0800 121 6022 or 028 9025 1600 and ask to speak to the Protection Team Supervisor. If they aren't available, they'll come back to you as soon as possible
- letter: Complaints, Freepost, Consumer Council, BT2 8EN, FAO Protection Team Supervisor

### **Step 3: Raise a formal complaint with our Chief Executive**

If you remain unhappy following correspondence with the Protection Team Supervisor and the issue is unresolved, please contact our Chief Executive Officer and a full and formal investigation of your entire case will be undertaken.

You can contact the Chief Executive Officer by email or in writing:

- email: [CEOcomplaints@consumercouncil.org.uk](mailto:CEOcomplaints@consumercouncil.org.uk)
- letter: CEO, Freepost, Consumer Council, BT2 8EN

If you have difficulty communicating your complaint to us in writing, please contact us on 0800 121 6022 or 028 9025 1600 and we will be happy to assist you. We will take the details of your formal complaint and send you a copy by post. We will ask you to sign and return this to us to ensure that we have fully and accurately recorded all your concerns.

*Please ensure, where possible, your case reference number is included in all correspondence.*

## **What happens when you make a formal complaint about us?**

When you make a formal complaint, we will:

- acknowledge receipt of your complaint within 3 working days and record it on our database
- undertake investigation of the case, provide an initial response within 10 working days, and update you on the progress of our investigation, indicating the likely timescale in which it will be completed

- we may need to contact you during the investigation for more information or clarification

We will send you a detailed response when we complete our investigations.

## Escalation

If you still feel we have not dealt with your complaint correctly, you can refer your complaint to the Northern Ireland Public Services Ombudsman.

- Freephone: 0800 34 34 24
- Email: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)
- Freepost: Freepost NIPSO

## Unreasonable behaviour policy

We understand that complaints can be unsettling and customers who contact us may be angry, upset, or disappointed. We will always do our best to help.

We also have a duty of care to our employees and ask that users of our service are polite to our colleagues. We will not tolerate abuse of our people or our service, aggression, or vexatious conduct.

Read our [Unreasonable Behaviour Policy](#).