

Fermanagh and Omagh District Council

Information for Complainants

Easy Read Version



Fermanagh & Omagh
District Council
Comhairle Ceantair
Fhear Manach agus na hÓmaí

www.fermanaghomagh.com

1. What does this document explain?



This document sets out how you can make a complaint.

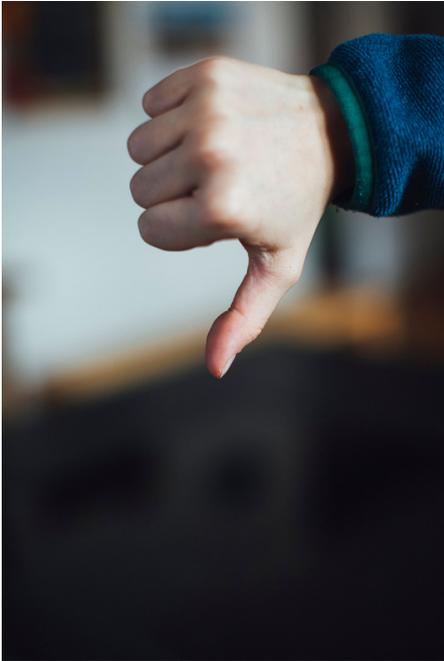


To make a complaint you must follow a few steps.



If you need help with a complaint a member of staff can support you.

2. What is a Complaint?



You telling the Council you are unhappy with the service we are providing or not providing.

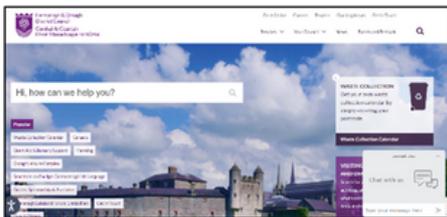
3. How can I make a Complaint?



By phoning 0300 303 177.



By completing a form and posting it or emailing it to the Council.



By completing an online form on our website.



In person at one of our venues.



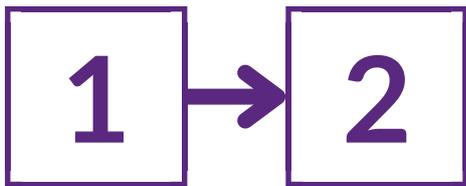
You can also ask a family member, friend or organisation to complain for you.

4. How many stages are there and how long will my complaint take?

There are two stages.

At **Stage 1**:

- The Council will get back to you within 5 working days if we can.
- If you are unhappy with what the Council has told you, then you can ask us to look at it again as a Stage 2 complaint.

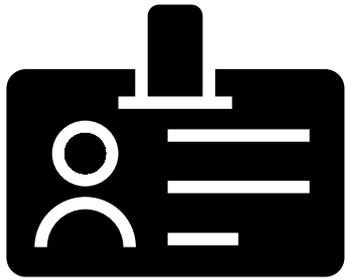


At **Stage 2**:

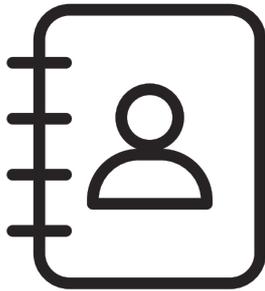
- The Council will get back to you in 3 days to let you know we have got your complaint.
- The Council will get back to you within 20 days with what our findings.



5. What will we need from you?



Your name.



Your contact details.



What the complaint is about.
What has gone wrong.



How you would like it to be fixed?

6. Is there a time limit for complaints?

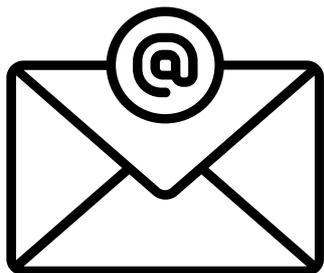


Your complaint should be made within 6 months of the issue.

7. What can I do if I am still unhappy?



You can contact the Northern Ireland Public Services Ombudsman (NIPSO) by:



Phoning - 0800 343424
Emailing - nipso@nipso.org.uk