

## Why Complain?

Fermanagh and Omagh District Council is committed to continual service improvement. Our services change according to customer need and expectations. We acknowledge that sometimes mistakes happen and we need your input and your advice to help us put things right and improve the quality of service that we offer.

## How to Complain

Anyone can complain. A complaint can be made personally or by a representative acting on your behalf. A complaint can be registered in person, by letter, fax, email or by contacting your local Councillor. When making a complaint, you should state clearly:

- Your name, address and telephone number;
- Date, names, details of the incident you are complaining about or other information related to your complaint.

## Our Response

We will deal with all complaints as quickly, effectively and efficiently as possible. A full explanation and outcome will be forwarded to you after investigation.

All complaints will be dealt with confidentially.

## Please note:

- If you have a complaint about a planning decision this should be raised through the Planning Appeals process. The Official Complaint Form can be used where it relates to the way that an application is handled, or where correct procedures have not been followed.
- If you do not provide a contact name or address, we will not be able to get back to you with an outcome. Due to these difficulties we will investigate an anonymous complaint at our discretion. We will take the following factors into account:

- The seriousness of the complaint
- The credibility of the complaint
- The likelihood of confirming the allegation from attributable sources
- Whether the allegation has been investigated before

## Stage One: In the first place ...

1. Contact the department/section/facility which deals with the subject of your complaint. Please note the name of the person you are dealing with.
2. If your complaint is not settled immediately, you will receive a reply within 10 working days.

## Stage Two: If you are dissatisfied ...

3. If you are dissatisfied with the response you receive, please complete an official Fermanagh and Omagh District Council complaint form and return to the Policy and Strategic Services section.
4. Your complaint will be acknowledged immediately. The Director who is responsible for the facility/service which is the subject of your complaint will carry out an investigation and reply to you within 10 working days.

## Stage Three: If you are still dissatisfied ...

5. You can write to the Chief Executive of the Council enclosing all relevant copies of earlier correspondence or details about your complaint.
6. The Chief Executive will arrange for an independent investigation to be carried out by a Senior Officer.
7. Your letter will be acknowledged immediately and you will receive a reply giving the findings of the investigation within 15 working days.

#### Stage Four: If you are still dissatisfied ...

You may take your complaint to:

**Northern Ireland Public Services Ombudsman**

Freepost NIPSO  
Progressive House  
33 Wellington Place  
Belfast  
BT1 6HN

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

Your letter must be received by the Northern Ireland Public Services Ombudsman, no later than 6 months after the date of the stage three response letter.

Or, you can contact the Fermanagh Citizens Advice Bureau by telephone on 028 6632 4334 or Omagh Independent Advice Services 028 82243252

#### Organisation Structure

Chief Executive – Alison McCullagh

Email: [alison.mccullagh@fermanaghomagh.com](mailto:alison.mccullagh@fermanaghomagh.com)

Director of Community, Health & Leisure – John Boyle

Email: [john.boyle@fermanaghomagh.com](mailto:john.boyle@fermanaghomagh.com)

Director of Corporate Services & Governance – Celine McCartan

Email: [celine.mccartan@fermanaghomagh.com](mailto:celine.mccartan@fermanaghomagh.com)

Director of Environment & Place – Interim – Mark Smith

Email: [mark.smith@fermanaghomagh.com](mailto:mark.smith@fermanaghomagh.com)

Director of Regeneration & Planning – Kim McLaughlin

Email: [kim.mclaughlin@fermanaghomagh.com](mailto:kim.mclaughlin@fermanaghomagh.com)

Tel: 0300 303 1777

Text Phone: 028 8225 6216



Fermanagh & Omagh  
District Council

Comhairle Ceantair  
Fhear Manach agus na hÓmaí

## Fermanagh and Omagh District Council

### Complaints Guide

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