



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

Bi-Annual Complaints Monitoring Report

April – September 2025

Background

The model Complaints Handling Procedure for Local Authorities in Northern Ireland requires regular reports to be produced for the Fermanagh and Omagh District Council (the Council) Corporate Leadership Team, Elected Members, the Northern Ireland Public Services Ombudsman (NIPSO), and the wider public.

The Council complaints handling procedure, modelled on the NIPSO procedure, ensures that the Council:

- Complies with the statutory requirements established by the Public Services Ombudsman Act (NI) 2016;
- Follows a standard approach to managing complaints across the public sector and that the Council promotes a culture of learning from complaints;
- Makes it easier for members of the public to complain;
- Gives staff and customers confidence in complaints handling; and
- Encourages staff to make the best use of lessons learned from complaints.

The Council's definition of a complaint is '**An expression of dissatisfaction by one or more members of the public about Fermanagh and Omagh District Council's action or lack of action, or about the standard of a service provided by or on behalf of Fermanagh and Omagh District Council**'.

Overview

This report covers complaints received by Fermanagh and Omagh District Council between 1 April 2025 and 30 September 2025.

All complaints received are managed under a 2 stage complaints procedure:

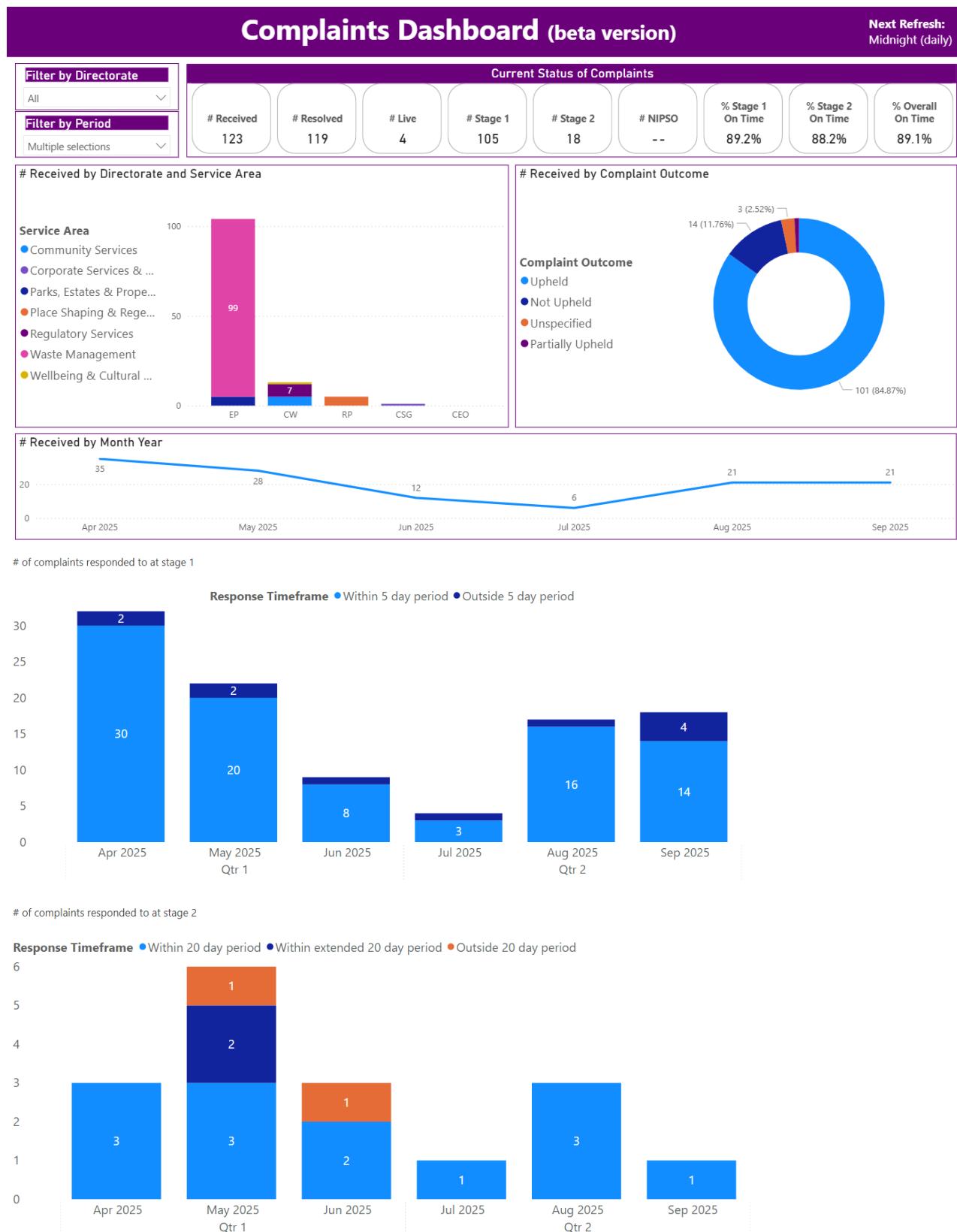
Stage 1: **Frontline stage** provides an opportunity to resolve or respond to complaints quickly and effectively, immediate action may be able to be taken to resolve the complaint, usually more straight forward issues, response should be sent within 5 working days.

Stage 2: **Investigation stage** requires a full and detailed investigation; usually more complex or serious issues, response should be sent within 20 working days.

This report includes data on key complaint handling indicators and shows how the Council has used complaints to improve its services.

Complaint performance statistics

There were 123 complaints received in the first 6 months of the 2025/26 reporting period, the number received varied; with a high of 35 received in April 2025 and a low of 6 received in July 2025.



Whilst FODC received 123 complaints, as 4 complaints are still live at the time of reporting, the figures in this paragraph are based on the 119 complaints resolved – 102 at Stage 1 and 17 at Stage 2. Most of the Stage 1 complaints were responded to within the 5 working day period (less than 11% were responded to outside of the 5 working day period). Of the 17 complaints that were escalated to Stage 2, 13 were responded to within 20 working days, 2 within the requested extension time period and 2 were responded to outside of the 20 working days without no extension requested. This means a response rate of 89.08% for this period, Stage 1 and Stage 2 complaints responded to within the initial required period or the requested extension period.

Complaint trends

This is the second six-monthly complaints report. The 2024/25 Apr-Sep report shows 84 complaints were received in that period, compared to 123 complaints in the same period this year. The data shows that more complaints are being upheld with just over 74% last year and almost 85% this year. Stage 1 complaints were responded to quicker this year, with Stage 2 complaint response figures remaining similar. Waste Management remains the service area with the highest volume of complaints.

Actions taken/to be taken and Lessons learned

An individual complained that:	We listened, we acted:
A dog owner wanted to renew multiple dog licences at the same time	Staff are working with the provider to resolve dog licensing issues.
Their bin was not emptied.	Advised complainant that their collection was earlier than usual time that day but residents are asked to present their bins before 7am as collection times can vary.
A food truck opened too close to residential area.	An enforcement case was opened for investigation.
A club was not notified of a planning application which they felt affected them.	An explanation of the procedure that was followed was provided.

Heads of Service and Managers review complaints that are upheld or partially upheld to consider if a change is required to prevent the issue occurring again.

All service areas are committed to continuous improvement in service delivery and excellent customer service which includes the following:

- Training and supporting staff where Council policy or procedures have not been followed;
- Putting things right where they have gone wrong, admitting where a mistake has been made; and
- Reviewing current policy or procedures to amend and improve Council services.