

When did it happen?

Date:

What do you think should be done to put things right?

Please give details of any special needs we need to bear in mind when we are dealing with your complaint or communicating with you.

If you have already complained about this issue please tell us who you raised it with and what action they took?

PBNI value your feedback on how we handled your complaint and may wish to contact you after we deal with your complaint. If you do not want us to make contact, please tick this box

Contact

PBNI HQ
80-90 North St
Belfast BT1 1LD

Phone: 028 9052 2522

Email: info@probation-ni.gov.uk

Web: www.pbni.org.uk

Twitter: @PBNINews

Deaf or Hard of Hearing?

You can call us through Relay UK.

Go to Relayuk.bt.com

Your local office details are:



How to make a Complaint

Using your complaint
to improve our services

How to Complain

Step 1

Make your complaint either verbally or in writing with a member of staff in the local office or with the local manager. **Your complaint must not be more than 6 months old.**

You can also write to the Complaints Officer at the address below using the form provided, or online at www.pbni.org.uk.

The Complaints Officer
Probation Board for Northern Ireland
80-90 North Street
Belfast BT1 1LD
Email: complaints@probation-ni.gov.uk
Tel: 028 9052 2661

Your complaint will be considered and you will be informed of the outcome.

Step 2

If you are still not satisfied following Step 1, you can ask for your complaint to be internally investigated.

Step 3

If you are still not satisfied following Step 2, you can ask for an Internal Review of your complaint.

Step 4

If you are still not satisfied after Step 3, you may be able to complain to an external independent body, such as the NI Ombudsman. The Complaints Officer will be able to advise you further.

When making a Complaint

- Provide your name, address and contact details
- State your complaint clearly
- Give as much detail as possible
- Should you need help to make your complaint please ask a member of staff
- This leaflet may be provided in different formats on request

Complaints Timescales

Step 1

- PBNI aim to complete the process within 15 days from receipt of the complaint
- The complainant then has 10 days to decide if they want to proceed to Step 2

Step 2

- PBNI aim to complete the Internal Review Report 25 days from the appointment of the Investigating Officer
- The complainant then has 10 days to decide if they wish to proceed to Step 3

Step 3

- PBNI then has 20 days to complete the Internal Review

Our Undertaking

- Your complaint will be dealt with promptly and fairly
- You will not be treated any differently after making a complaint
- You will be kept up to date with progress
- We will inform you of the outcome and any action to be taken
- We will use complaints and feedback to review and improve our services
- We will comply with the requirements of the Data Protection Act and confidentiality

Complaint Form

Date: _____

Name: _____

Address: _____

Postcode: _____

Telephone (Home): _____

(Mobile): _____

Email: _____

What is your complaint about?

(Please give as much detail as possible. You may continue on a separate sheet if necessary)