



Northern Ireland
Assembly

COMPLAINTS POLICY REPORT 2019

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Section 1 - Background to the Complaints Policy

- 1.1 The Northern Ireland Assembly Commission (Assembly Commission), in common with other public and governmental bodies, provides a method for members of the public to make a complaint about Assembly Commission staff, services and/or perceived failures in complying with the Assembly Commission's Equality Scheme.
- 1.2 The Complaints Policy was revised on 16 September 2016 after taking advice from the Northern Ireland Ombudsman (NIPSO).
- 1.3 The Complaints Policy, which is published on the Assembly website, lists the type of complaints that may be made. These are:
 - Our failure to provide a service;
 - Inadequate standard of service;
 - Assembly Commission policies; and
 - Treatment by or attitude of a member of Assembly Commission staff.

The Policy also makes clear the issues that will not be considered under it:

- Decisions of the NI Assembly;
- MLAs or their staff;
- Executive Ministers;
- Executive Departmental policy; or
- The merits of decisions taken by the Assembly Commission acting within its legal powers.

Section 2 - Complaints received by the Northern Ireland Assembly

- 2.1 For the period 1 September 2018 through 31 March 2019 there have been no complaints admissible under the Complaints Policy.

Section 3-Conclusion

- 3.1 The fact that there have been no admissible complaints during the period 1 September 2018 through 31 March 2019 pays tribute to the efforts of the Assembly Commission to ensure that all its services, processes and procedures are provided, designed and implemented in a fair and transparent manner.
- 3.2 The Assembly Commission continues to endeavour to provide appropriate services for the public and minimise the number of complaints.