



Northern Ireland
Assembly

COMPLAINTS POLICY REPORT 2023-2024

Section	Page
1. Background to the Complaints Policy	3
2. Complaints received by the Northern Ireland Assembly	3
3. Conclusions	3

Section 1 – Background to the Complaints Policy

- 1.1 The Assembly Commission, in common with other public 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, which is published on the Assembly's 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. These are:

- Decisions of the Northern Ireland 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 April 2023 to 31 March 2024 there were no admissible complaints.

Section 3 – Conclusions

- 3.1 The fact that there were no admissible complaints during this period pays tribute to the efforts of the Assembly Commission to ensure services are delivered fairly and transparently.
- 3.2 The Assembly Commission continues to endeavour to provide high quality and professional services for the public and minimise the number of complaints.