



Northern Ireland
Assembly

COMPLAINTS POLICY REPORT 2024-2025

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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 2024 to 31 March 2025 there was one admissible complaint.

Date	Complaint	Action	Date Resolved
24/06/2024	<p>The complainant had asked the Assembly Commission’s Recruitment Team if it would be possible to provide an alternative date for interview for the post of ‘Communications and Digital Content Officer’.</p> <p>The complainant was dissatisfied with the</p>	<p>The complaint was referred to the Director of Corporate Services on 26 June 2024 who referred the complaint to the Head of HR for response.</p> <p>The complainant was contacted by the Complaints Officer on 27 June</p>	<p>The Complaints Officer issued the response to the complainant from the Assembly Commission on 10 July 2024. The response stated that “[t]he interview dates were published in the Candidate Information Booklet to inform potential applicants of the dates and it was not possible to offer alternative dates due to panel availability. However, the Assembly Commission</p>

Date	Complaint	Action	Date Resolved
	response from the Assembly Commission's Recruitment Team, as they felt that the response did not answer their question, they were disappointed with the manner of the response and were consequently deterred from submitting an application form.	2024 to note that the complaint had been forwarded to the business area responsible for this area of work. The Complaints Officer issued a response on behalf of the Northern Ireland Assembly Commission to the complainant on 10 July 2024.	appreciated that it would have been clearer to have stated this fact [that no alternative dates were available] and we will undertake to be clearer in our communications going forward." No further correspondence was received.

- 2.2 The complaint was **NOT** upheld. While the Assembly Commission had noted in its response to the complainant that it appreciated that it would have been clearer to have stated that no alternative dates were available in its original response, the interview dates had been published in the Candidate Information Booklet. In addition, it was not possible to offer alternative dates due to panel availability. The complainant was provided with an opportunity to have the complaint and the outcome reviewed, however no further correspondence was received.

Section 3 – Conclusions

- 3.1 The fact that there was just one admissible complaint during this period reflects 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.