

Helping Constituents with Complaints About Public Services

If your constituent believes they have been treated unfairly or have an unresolved complaint with a public service, then you can submit a complaint to us on their behalf.

If you want to submit a complaint

As we are the final stage of the public services complaint handling process you will need to check that your constituent has first put their complaint to the public service body in question. If their complaint has been through the public body's internal process and remains unresolved, we may be able to investigate further.

Who we are

We are independent and were set up under legislation to provide an impartial and free examination of unresolved public service complaints across Northern Ireland. We assess all complaints to firstly see if it is legally possible to investigate them and if it is in the public interest to do so.

Public bodies we can investigate

Government departments and their agencies (eg. administration of welfare benefits and other payments, etc.)

Schools, colleges, and universities (eg. the handling of allegations of bullying and the treatment of pupils with SEN, etc.)

Local authorities (eg. planning decisions, procurement of contracts, etc.).

Health & Social Care Trusts, care homes, GPs, dentists, opticians, etc. (eg. misdiagnosis, delays in care and treatment, communication with patients, etc.).

Social housing associations (eg. requests for transfers, property repairs, etc.)

Public bodies we cannot investigate

Banks, insurance companies or finance firms.

The police.

Telecommunications providers (eg. internet, phone, etc.)

Public transport companies

Utility providers (eg. natural gas, electric, coal, water)

Postal services

How do I submit a complaint?

You or your constituent can submit a complaint by:

Phone: 0800 343 424, **Email:** nipso@nipso.org.uk

Alternatively, if you would like to discuss a specific enquiry in more detail, please contact Corrine Nelson, Acting Director of Investigations, on 028 9089 7784.