

## **Complaints Procedure**

If we fall short of the standard of service you expect we hope that you will tell us so that we can try to put things right and to do better in the future.

This procedure covers complaints about:

- the standard of work we carry out
- the behaviour of our staff
- any action or lack of action by staff affecting an individual or group

It does not cover:

- dissatisfaction with a decision taken by the Attorney General
- matters that have already been fully investigated through this complaints procedure
- anonymous complaints
- complaints about access to information where procedures and remedies are set out in legislation, e.g. the Freedom of Information Act, Data Protection Act.

Our process has 3 key stages.

### **Stage 1**

Wherever possible, please raise your complaint on the spot with the person who has dealt with you.

### **Stage 2**

If this is not possible or if you remain dissatisfied, please write to or telephone the Head of Corporate Services using the contact details at the bottom of this page. It will help us deal with your complaint if you give as much background information as possible along with your contact details such as your name, postal address, telephone number, and/or email address.

The Head of Corporate Services will acknowledge receipt of the complaint within 3 working days and ensure that your complaint is dealt with by an appropriate person within the Attorney General's Office.

Wherever possible, we will investigate and send you a full reply within 10 working days of receipt of your complaint. If there is a legitimate reason that your complaint cannot be answered within 10 working days, we will explain why.

### **Stage 3**

If you are dissatisfied with this response, you can write to the Solicitor to the Attorney General at the address given at the bottom of this page. You will need to outline why you are dissatisfied with the initial response. The Solicitor to the Attorney General will review your complaint and its handling and will write to you with the findings within 10 working days of receipt of your correspondence. If for any reason there is a problem collating the response, the Solicitor to the Attorney General will inform you of the reason for delay and the expected date of reply.

## **Where to send your complaint**

If you wish to make a complaint about the service you have received from the Attorney General's Office, please write to:

Head of Corporate Services  
The Office of the Attorney General for Northern Ireland  
PO BOX 1272  
BELFAST  
BT1 9LU

Email: [contact@attorneygeneralni.gov.uk](mailto:contact@attorneygeneralni.gov.uk)

[Telephone: 028 9072 5333](tel:02890725333)

If you are not content with the way in which your complaint was handled, please write to:

Solicitor to the Attorney General  
The Office of the Attorney General for Northern Ireland  
PO BOX 1272  
BELFAST  
BT1 9LU

Email: [contact@attorneygeneralni.gov.uk](mailto:contact@attorneygeneralni.gov.uk)