

COMMUNITY RELATIONS COUNCIL

COMPLAINTS PROCEDURE

(This complaints procedure does NOT apply to appeals against grant decisions unless it is being claimed that the stated procedures, policies and principles were not applied. For details of procedures with regard to specific grant schemes, reference should be made to the published guidance for each grant scheme available on the CRC web-site www.community-relations.org.uk, or by contacting us by phone on 028 90227500, or by writing to us at info@community-relations.org.uk or at the address below.)

The Community Relations Council is committed to the principles of openness and accountability in its work. If you feel that the Council has not adhered fairly and consistently to its own stated procedures, policies and principles you may lodge an official complaint. The Council's policies and principles are set out in the Council's published Strategic Plan.

If you wish to make a formal complaint you should write to:-

The Chief Executive Officer,
Community Relations Council,
6 Murray Street, Belfast BT1 6DN,

He/she will acknowledge receipt of your complaint within five working days and have it investigated within 20 working days. Under certain circumstances, if the complexity of the matter requires a longer period, the period for response to the complainant may be extended to two (2) months. In those circumstances, the complainant will be advised of the extended period within one month of making the complaint.

The outcome of the complaint will be conveyed to you. You will also be advised of the next stage in the process should you wish to pursue it.

Stage 2

If you are not satisfied with the outcome of your complaint, you should indicate in writing that you wish your complaint to be re-examined by the Chairperson of the Community Relations Council. He/she will acknowledge receipt of your complaint within five working days and investigate it thoroughly within 20 working days. You may be given the opportunity to be interviewed in person in connection with your complaint. The outcome of the complaint will be conveyed to you. This is the final stage of the Community Relations Council's internal procedures for dealing with complaints.

The Commissioner for Complaints

Should you wish to take your complaint further you will be directed to the Commissioner for Complaints.

All complaints will be formally registered. The number of complaints received and their outcomes will be published each year in the Council's Annual Report.