

NIGALA

NI Guardian Ad Litem Agency

*A voice for Children and Young People
in Family Courts*

Complaints Leaflet

If you have a complaint about a service you have received from NIGALA, we want to hear from you.



Who can complain?

Any person can complain about the services they have received from NIGALA. You can also complain on someone else's behalf, although you will generally need their consent.

How can I make a complaint?

You can make your complaint in the way that best suits you. This can be face to face, on the telephone, in a letter or by email. You should try to provide us with details of:

- Relevant contact details:
- What is being complained about?
- Where possible, what remedy is being sought?

You should try and complain as soon as possible. This should be within six months of you becoming aware you have a reason to complain, and normally no longer than 12 months after the event.



Complaints can be made in the following ways:



In person
(office locations are at the end of this leaflet)



In writing to:

Complaints Officer
NIGALA
Centre House
79 Chichester Street
Belfast
BT1 4JE



Email: complaints@nigala.hscni.net



Online Form: <https://nigala.hscni.net/>



Phone: 0300 555 0102

NIGALA's Complaints Policy is available upon request or can be downloaded from the NIGALA website: <https://nigala.hscni.net/>

NIGALA will make this policy available in alternative formats upon request.

Ongoing court proceedings

NIGALA will not usually investigate complaints whilst Court proceedings are ongoing. However, NIGALA will notify the court of the complaint and should NIGALA and/or the court feel there is merit in investigating the complaint, the complaint will be reviewed in line with the Guardian Ad Litem (Panel) Regulations (Northern Ireland) 1996.

Help with making a complaint

The NIGALA complaints officer can provide you with more information on how to make a complaint.



Alternatively, the Patient and Client Council can provide free and confidential advice, information and help to make a complaint. This might include help with writing letters, making telephone calls, and supporting you at any meetings you might need to attend. You can get more information on the services provided by the Patient and Client Council at www.patientclientcouncil.hscni.net or by phoning Freephone 0800 917 0222.

What will happen next?

Your complaint will be acknowledged within 2 working days of receipt. We will aim to respond to your complaint in full within 20 working days. Some complaints may take longer to resolve than others.

We will tell you if it becomes clear that we can't respond within these timescales, and we will explain why.

What to do if you're not happy with the response

If you are not happy with the response, you can refer your complaint to the Northern Ireland Public Services Ombudsman. The Ombudsman will consider your complaint to determine whether it warrants investigation. Further information on the services provided by the Ombudsman is available at:

The Ombudsman
Freepost NIPSO
Belfast
BT1 6BR

Freephone: 0800 34 34 24

Email: nipso@nipso.org.uk

Website: www.nipso.org.uk

NIGALA Centre House 79 Chichester Street 4 th Floor Belfast BT1 4JE	NIGALA Spencer House 14-22 Spencer Road Unit 6 & 7 Derry/Londonderry BT47 6QA	NIGALA Dobbin Centre Dobbin Lane Armagh BT61 7QL
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