

### When did it happen?

Date:

### What do you think should be done to put things right?

Please give details of any special needs we need to bear in mind when we are dealing with your complaint or communicating with you.

If you have already complained about this issue please tell us who you raised it with and what action they took?

PBNI value your feedback on how we handled your complaint and may wish to contact you after we deal with your complaint. If you do not want us to make contact, please tick this box



## Contact

**PBNI HQ**  
80-90 North St  
Belfast BT1 1LD

 028 9052 2522

 [info@probation-ni.gov.uk](mailto:info@probation-ni.gov.uk)

 [www.pbni.org.uk](http://www.pbni.org.uk)

 @PBNINews

If you have hearing difficulties, you can call us through Relay UK. Find out how at [Relayuk.bt.com](http://Relayuk.bt.com)

Your local office details are:



## CHANGING LIVES

Putting Justice, Mental Health, Addiction and Victim support services at your fingertips.



Changing Lives for Safer Communities

# How to make a Complaint

Using your complaint to improve our services

## How to Complain

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### Stage 1

Make your complaint either verbally or in writing with a member of staff in the local office or with the local manager. **Your complaint must not be more than 6 months old.**

You can also write to the Complaints Officer at the address below using the form provided, or online at **[www.pbni.org.uk](http://www.pbni.org.uk)**.

The Complaints Officer  
Probation Board for Northern Ireland  
80-90 North Street  
Belfast BT1 1LD  
Email: [complaints@probation-ni.gov.uk](mailto:complaints@probation-ni.gov.uk)  
Tel: 028 9052 2661

Your complaint will be considered and you will be informed of the outcome.

### Stage 2

If you are still not satisfied following Stage 1, you can ask for your complaint to be internally investigated.

### Stage 3

If you are still not satisfied following Stage 2, you may be able to complain to an external independent body, such as the NI Ombudsman. The Complaints Officer will be able to advise you further.

## When making a Complaint

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- Provide your name, address and contact details
- State your complaint clearly
- Give as much detail as possible
- Should you need help to make your complaint please ask a member of staff
- This leaflet may be provided in different formats on request

## Complaints Timescales

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### Stage 1

- PBNI aims to complete the process within 15 working days from receipt of the complaint
- The complainant then has 10 working days to decide if they want to proceed to Stage 2

### Stage 2

- PBNI aims to complete the Investigation Report by 25 working days from the appointment of the Investigating Officer

### Stage 3

- Complainants can proceed to the Northern Ireland Public Services Ombudsman within 6 months of the date of the Internal investigation decision letter.

## Our Undertaking

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- Your complaint will be dealt with promptly and fairly
- You will not be treated any differently after making a complaint
- You will be kept up to date with progress
- We will inform you of the outcome and any action to be taken
- We will use complaints and feedback to review and improve our services
- We will comply with the requirements of the Data Protection Act and confidentiality

## Complaint Form

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Date: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone (Home): \_\_\_\_\_

(Mobile): \_\_\_\_\_

Email: \_\_\_\_\_

### What is your complaint about?

(Please give as much detail as possible. You may continue on a separate sheet)