

PBNI COMPLAINTS TIMESCALES

Stage 1 Resolution

- Aim to complete the process within 15 working days from receipt of complaint.
- Complainant has 10 working days to decide to proceed to stage 2 (Internal Investigation).

Stage 2 Investigation

- 25 working days from the appointment of the Investigating Officer for completion of the Internal Review Report.

If a complainant is not satisfied with the outcome of the Stage 2 - Internal Review, they can proceed to the Northern Ireland Public Services Ombudsman within 6 months of the date of the Internal Review decision letter.

PBNI recognises that a good quality response may take time. PBNI will seek to avoid a situation where the pressure to respond within a target time results in a poor-quality response. In the event of delay, the Investigating Officer will provide regular progress updates to the complainant and staff involved, clearly outlining the reasons and anticipated timescale.

PBNI recognises that, in exceptional circumstances, it may also be necessary for complaints to be fast-tracked because of e.g. risk, public protection, anxiety of complainant, media publicity.