



COMPLAINTS PROCEDURE

INTRODUCTION

The Historical Institutional Abuse (HIA) Redress Board was established on 31 March 2020. It is responsible for receiving and processing applications for compensation from those who experienced abuse as a child and while resident in an institution in Northern Ireland between 1922 and 1995.

OUR COMMITMENT

The Historical Institutional Abuse (HIA) Redress Board is committed to providing a high-level service to the people with whom we have contact. We welcome comments on the quality of our services and suggestions on how we can continue to improve while fulfilling our statutory responsibilities.

If you are not happy with the service you receive from staff in the Redress Board we will try to address your complaint in a professional and timely manner. We aim to acknowledge receipt of a complaint within 3 working days, and investigate and respond to 95% of all Stage 1 complaints within 15 working days (or at the earliest opportunity) of receipt. We will endeavour to look at all complaints without prejudice, dealing with them as quickly as possible.

SCOPE

The Redress Board's Complaints Procedure is designed to address any specific concerns you may have that relate to the quality of customer service provided by our staff. For example these may include:

- Maladministration
- Delays in receiving information/responses within accepted timeframes
- Difficulty in contacting the correct team or person

- Incorrect information or guidance issued by the Redress Board
- Attitude and conduct of staff

Complaints which relate to the decision of a panel in respect of your application for compensation or the amount of compensation awarded to you do not fall under the scope of this procedure.

MAKING A COMPLAINT

Stage One

You may raise your complaint with the Redress Board who will acknowledge receipt of your complaint and assign it to the Deputy Secretary to the Board for investigation. The Redress Board will acknowledge receipt of your complaint and aim to provide you with a full response within 15 working days. If this deadline cannot be met you will receive an explanation that will inform you when you can expect a full response.

When making a complaint please provide as much information as possible along with contact details, such as your name, telephone number, email address and/or postal address. You can send your complaint to:

Postal address: PO Box 2266
Belfast
BT1 9ZP

Email address: admin@HIAredressNI.uk

If your complaint is upheld you will receive an explanation report detailing the outcome. If your complaint is not upheld we will provide you with an explanation which sets out our reasons for rejecting your complaint.

Stage Two

If you are not satisfied with the response you have received at Stage 1 you can refer your complaint to the Secretary of the Redress Board. Depending on the nature of your complaint the Secretary may pass it to the President of the Redress Board to review. The Redress Board will acknowledge receipt of your complaint and aim to provide you with a full response within 15 working days. If this deadline cannot be met you will receive an explanation that will inform you when you can expect a full

response. You should write to the Secretary of the Redress Board at the above address.

If your complaint is about the Secretary or President of the Redress Board an investigation will be undertaken and the outcome of your complaint will be determined by the Chair of the Audit and Risk Assurance Committee. (ARAC)

Stage Three

If you are still not satisfied with our response you can ask the Northern Ireland Public Services Ombudsman (NIPSO) to review your complaint. You can submit a complaint to the Ombudsman in any of the following ways:

By post: NIPSO
Freepost
Belfast
BT1 6BR
(no stamp required)

By phone: Freephone 0800 343 424

By Fax: (028) 9023 4912

By Email: ombudsman@ni-ombudsman.org.uk

Website: <https://nipso.org.uk/>

REPORTING ON COMPLAINTS

We will not disclose the investigation report to anyone except the complainant, those investigating the complaint and the Redress Board. We will report all complaints, in a redacted format, to the Management Board and to the Audit and Risk Committee. All formal complaints will be reported in the Redress Board Annual Report for the accounting period.

MONITORING

We routinely monitor our complaints procedure to ensure that it is fair and appropriate. We may therefore amend or adjust the procedure at any time. We may contact you shortly after your complaint is dealt with, no matter what the outcome is, to seek your views

DATA PROTECTION POLICY

Under the Data Protection Act (DPA), we have a legal duty to protect any information you provide to us. We will handle any personal data you provide in accordance with the DPA.