

# Complaints Policy

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## DOCUMENT CONTROL

The Information and Compliance Manager is the owner of this document and is responsible for ensuring it's distribution. The document will be reviewed/updated annually or sooner if required.

## DOCUMENT INFORMATION

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## DISTRIBUTION

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We hope that all your dealings with SIB are satisfactory. However, if you are dissatisfied, this document explains how to submit a complaint. The first section explains SIB's policy and sets out how you can complain. The second section – “How SIB Deals with a Complaint” sets out SIB's internal complaints policy so you can see how we will deal with your complaint.

# 1. How to Complain to SIB

## 1.1 OUR COMMITMENT

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat complaints seriously
- We deal with complaints promptly and in confidence
- We learn from complaints and use them to review and improve our services

## 1.2 OUR PRINCIPLES

SIB respects the standards for handling complaints as set out by the Northern Ireland Public Services Ombudsman. These aim to provide consistency in approach to, and accountability for, complaint handling across Government. Our principles for handling complaints effectively are:

- Accessible and simple
- Fair and impartial
- Timely, effective and consistent
- Accountable
- Delivering continuous improvement

## 1.3 WHAT IS A COMPLAINT?

A complaint is when you tell us you are not happy about how SIB may have dealt with you. Or maybe you are not happy about how SIB is dealing with an issue you have raised.

It can be about anything and could include:

- When we do not deliver something on time
- When we give you the wrong information
- When you receive a poor-quality service
- When you have a problem with a member of staff

## 1.4 WHAT IS NOT CONSIDERED A COMPLAINT?

The Complaints Policy is not to be used for:

- Raising a Concern (Whistleblowing)
- Dissatisfaction with processes such as recruitment decisions or employee grievances
- Requests for information, or a belief that we did not provide all information requested as part of a Freedom of Information or Subject Access Request
- Procurement issues
- Or any other matter where there is an applicable specific formal remedy process.

## 1.5 HOW TO COMPLAIN TO SIB

If you wish to make a complaint you can contact us in any of the ways listed below. Please provide as much information as possible to allow us to properly investigate your complaints.

### In writing to the Chief Executive:

The Chief Executive  
Strategic Investment Board Limited  
The Kelvin  
4th Floor, 17-25 College Square East  
Belfast  
BT1 6DH

**By e-mail:** [contact@sibni.org](mailto:contact@sibni.org)

**By telephone:** 028 9025 0900

## 1.6 HOW WE WILL DEAL WITH YOUR COMPLAINT

- We aim to fully investigate your complaint and issue a response within ten working days. (You can see our internal handling procedure on page 3).
- If you are unhappy with the response to your complaint, you can ask for it to be referred to the Chairman of the Board of Directors of SIB.
- If you are still unhappy with our response you can contact the Northern Ireland Public Services Ombudsman.

## 1.7 THE NORTHERN IRELAND PUBLIC SERVICES OMBUDSMAN

You can contact the Northern Ireland Public Services Ombudsman in a number of ways:

**Online:** <https://www.nipso.org.uk/make-complaint/how-make-complaint>

**By Telephone:** 0800 343424

**In Writing:** Freepost NIPSO

**By Email:** [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)

**In Person at:** The Ombudsman's Office  
Progressive House  
33 Wellington Place  
Belfast, BT1 6HN

The Ombudsman will not normally investigate a complaint unless the internal complaint procedure has been exhausted.

## 1.8 RESPONSE TIMES

- We will acknowledge receipt of your complaint within two working days.
- We will normally issue a full response within ten working days.
- If there is a delay in our response, we will keep you informed of our progress.

## 1.9 COMMENTS

We are happy to receive any other comments on our service to customers. Please contact us in any of the ways mentioned above. Alternatively, you can email us from the [contact us](#) section of our website.

# 2. How SIB Deals with a Complaint

This section documents how SIB staff will handle any complaints received.

## 2.1 IF STAFF RECEIVE A COMPLAINT

SIB's complaints policy is set out above – “How to Complain to SIB” on page 1. Complainants are encouraged to complain directly to the Chief Executive. However, if someone complains to you, either verbally or in writing you should do the following.

- If the complaint is verbal (e.g. in a telephone conversation or at a face-to-face meeting) ask the person whether they wish to make a formal complaint. If they do, ask them either to put their complaint in writing (using the process set-out in this policy) or offer to record their complaint in writing for them.
- Immediately pass any written complaint to the Chief Executive, who is responsible for handling all complaints to SIB. (Note the tight time scales for SIB responding to complaints).

## 2.2 IF STAFF ARE ASKED TO DEAL WITH OR RESPOND TO A COMPLAINT

SIB is committed to dealing with complaints promptly and satisfactorily and it respects the standards for handling complaints set out by the Northern Ireland Public Services Ombudsman. These standards aim to provide consistency in approach to, and accountability for, complaint handling across Government.

In dealing with complaints SIB intends its process to be:

- Accessible and simple;
- Fair and impartial;
- Timely, effective and consistent;
- Accountable; and
- Delivering continuous improvement.

The Chief Executive will coordinate and deal with all complaints to SIB. However, you may be asked to help. For example:

- If the complaint is against you, you may be asked for your side of the story.
- You may be asked to carry out an investigation on behalf of the Chief Executive.
- You may be asked to correct the problem that was complained about; or at least say how it will be dealt with.

In all cases staff should follow the principles set out above.

## **2.3 RESPONSE TIMES**

- SIB will acknowledge receipt of a complaint within two working days.
- Normally SIB will issue a full response within ten working days.
- If there is a delay in responding we must keep the complainant informed of our progress.

## **2.4 REPORTING TO SIB AUDIT COMMITTEE**

The Chief Executive will inform Audit Committee (normally through the quarterly governance statement) about any complaint handled under this policy.