

Our Procedur for Pleens

Our Commitment

We are a curn wi a commitment tae giean our customers heich qualitie staundarts o service. We gie a walcum tae yer comments anent the qualitie service ye haen, an yer recommends anent the wey we can big our service.

Pleens

Obleeged, gif ye wad tell us, an you no blythe wi the qualitie o our service.

We ar for leukan at yer pleen in a positive wey, dealan wi it sae quack as aible. We will mak a fou an juist investigate o yer pleen, an hauidan you awaur o progress, biddan a fou expoun o the circumstances, an takkan the action necessar.

We ar for knawan whitwey we can pit things richt anaa. Sae we ar for learnan frae our mistakes, sae as we can impruive the qualitie o the service we gies you.

Wad ye tak tent at this procedur for pleens disna tak in appeals anent Depairtment decisions, nor maiters o policie or the laa-makkin as bes the direct responsibilitie o the Meenister.

The way ye maks a pleen

Ye can mak a pleen in person, wi a letter, wi the fax, wi the email, wi the telephone or wi the textphone. It is importan, an gettan on tae us, at ye gies sae monie wittins as aible. This will gie us a haund wi makkan an investigate o yer pleen quack an efficient.

We ar for dealan wi pleens as ablo:

• Step 1 – Stairt pleen

The first thing ye sud dae is get on tae the officear ye war dealan wi or the local managear an gie thaim details o yer pleen. Thay ar in the best place for tae deal wi yer pleen quack.

Ye will find contact details on onie correspondence gien out, or in the *Yellow Pages* unner '*Government Offices*', '*Department of Agriculture & Rural Development*'.

• Step 2 – Yer pleen is efter a-haeen an investigate but ye arna blythe yet

An you no blythe wi our repone tae yer pleen, ye can pit the maiter on tae a heid managear at hisna afore haen an inpit tae the maiter an at will mak an investigate o yer pleen. We ar for giean you thair name an bide in our repone tae yer stairt pleen.

• Step 3 – No blythe yet, whit can A dae?

An you thinkan the heid managear hisna gien a braw eneuch repone tae yer pleen, ye can write the Permanent Secretar, (or the Heid Executive in the Agentries), at will owreleuk a farder investigate o yer pleen. He will be gien a haund wi this frae a panel comprehendan a bodie undependan frae the Depairtment. The repone ye tak frae the heid managear will tell you wha ye sud get on tae.

Hou quack will we deal wi yer pleen?

At ilka step o the process we ar for:

- giean ken tae aa written pleens athin 3 wirkan dey o gettan thaim; an
- gie a fou repone tae baith verbal an written pleens athin 15 wirkan dey o gettan thaim.
An us no aible for giean a fou repone tae you athin 15 wirkan dey we will lea you know hou, an tell you whan ye can be expectan a fou repone.

Gif we hae responsibilitie

Tho we daes aathing we can for tae get things richt, whyles we gets things wrang. An this cuman aff, we will:

- expoun whit bes efter gaeen wrang;
- mak an apologie for our mistak;
- tak necessar action for tae pit things richt.

Whit tae dae, an no blythe yet

An you gettan a final repone frae the Permanent Secretar or Heid Executive an you bidean no blythe, ye can bid a Member o the Assemblie (MLA) for tae pit yer pleen on tae The Assemblie Ombudsman for Norlin Airlan.

The Ombudsman gies a free service an is fou undependan frae the Govrenment. He haes braid legal pouers as maks him aible for makkan an investigate tae pleens agin Govrenment Depairtments an thair Agentries.

Forordinar, the Ombudsman will be thinkan ye hae made uiss o our pleens procedur afore he will gie thocht tae yer case.

Ye can get on tae the Ombudsman

An writan tae:

The Ombudsman,
Freepost BEL 1478,
Belfast, BT1 6BR

Wi caan by at:

The Ombudsmans Office,
Progressive House,
33 Wellington Place,
Belfast, BT1 6HN

Wi the telephone: 028 9023 3821 or

Free phone 0800 343424

Wi the fax: 028 9023 4912

Wi the email: ombudsman@ni-ombudsman.org.uk

Or wi makkan a veesit tae thair wabsteid on

<http://www.ni-ombudsman.org.uk>

Whit tae dae, an you haean a pleen

Obleeged, gif ye wad tell us o it

Get on tae the officear at ye war dealan wi, or the local managear

An you no blythe wi thair repone write tae the heid managear responsible

An you no blythe yet, write tae the DARD Permanent Secretar or Agentrie Heid Executive

Gif ye hae gat a final repone an ye bide no blythe, ye can bid a Member o the Assemblie (MLA) tae pit yer pleen on tae the Assemblie Ombudsman for Norlin Airlan.

Contact Details

Department Agriculture
& Food (DARD)
Heid Biggins
Room 513
Dundonald House
Upper Newtownards Road
Belfast BT4 3SB

Telephone No. 028 9052 0100

Help line No. 028 9052 4999

Textphone No. 028 9052 4420
(Can be dialled from
another textphone)

Fax No. 028 9052 5546

Email: dardhelpline@dardni.gov.uk

Or make a visit to our website -
<http://www.dardni.gov.uk/>

**This blaudie can be made open in
other formats and languages, and a speiran
(make use of contact details above).**

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