

Adopt NI endeavors to provide high quality services at all times and to be responsive to the wants and needs of clients.

If you, a friend, or family member is unhappy about any aspect of your service we would like you to tell us.

This leaflet provides a step by step guide to the procedure



If you have any questions or need support with the outlined process please don't hesitate to contact us.

Our working hours are
9am-5pm
Monday - Friday



Adopt NI
18 Heron Road
Belfast
BT3 9LE



02890 454222



info@adoptni.org



adoptni

ADOPT NI COMPLAINTS PROCEDURE



Step 1 -

- Individuals should try and resolve the issue with the other party and come to a resolution through an initial discussion

Step 2

- Failing this the complaint is escalated to the Representations and Complaints Officer who will try to mediate an acceptable resolution

Step 3 -

- If the complaint is still not resolved, a written report of the complaint will be submitted to the CEO for further consideration.
- The CEO will review the information and decide on the next steps within 14 days.

Right to appeal

If you are unhappy with the decision made about your formal complaint (in step 2) you can ask the regional manager in writing to have decision reviewed at this point an independent person is appointed to process the complaint further

Contact information for the Representations and Complaints Officer:



Kat Rice

Adopt NI

18 Heron Road

Belfast

BT3 9LE



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Those who file a complaint are free to withdraw it at any stage of the procedure

Step 4-

- If complaint remains unresolved an appeal can be made by writing to the chair of the Board of Trustees at Adopt NI
- You will be invited to a meeting and can bring support
- The committee will try to reach a decision in 28 days.

Step 5 -

- If you are dissatisfied with the decision of the trustees you can request an appeal.
- A sub committee will be created to consider the appeal within 21 working days
- The decision of this committee is final and the process will be concluded
- you will receive a copy of the complaints policy and offered support in understanding the document