

PARADES COMMISSION

Putting things RIGHT

- The Commission's Secretariat aims to provide a high quality, efficient and effective administration service.

If you have a comment on, or are unhappy with, our administration service please tell us.

We aim to deal with all 11/1 parade notifications, 11/3 parade-related protest notifications, contact interested parties, issue/publish Commission decisions and deal with enquiries as quickly as possible and provide our customers with a polite and efficient administration service.

Any dissatisfaction about the action or lack of action, or about the standard of service, by the Commission's Secretariat can be dealt with under this complaints procedure.

HOW TO MAKE A COMPLAINT

- 1. If you are not satisfied with our administration you can:-**

Submit your complaint by e mail clearly marking the subject line complaint to the e mail address below info@paradescommissionni.org

Or

Download and complete the attached form and send it to:

Customer Services Manager
Parades Commission
2nd Floor Andras House
60 Great Victoria Street
BELFAST
BT2 7BB

We will ensure that your concerns are followed up promptly and fairly.

If we have made a mistake we will apologise. We will tell you what went wrong and what we are doing to put things right. We will acknowledge receipt of your complaint within 5 working days and deal with your complaint within 20 working days.

If you are not happy with the reply from the Customers Services Manager you can:-

- 2. Write to the Secretary of the Commission at the following address:**

Secretary of the Commission
Parades Commission
2nd Floor Andras House
60 Great Victoria Street
BELFAST
BT2 7BB

If you are still not satisfied, you may decide to refer your complaint to the Parliamentary and Health Service Ombudsman.

Contact details for the Ombudsman's Office are provided below:

Parliamentary and Health Service
Ombudsman
Customer Helpline: 0345 015 4033
8.30am – 5.30pm Mon - Fri

or you can visit their website at:

<http://www.ombudsman.org.uk/make-a-complaint>

Complaints about Commission decisions.

Please note that the Secretariat cannot deal with complaints about Commission decisions. If you wish to seek a Review of a Commission decision in relation to your parade or parade-related protest, I would refer to 6.1 of the Procedural Rules which states the Commission may Review its final decision in light of fresh information or representations received.

If you wish to seek a Review of a Commission decision please e mail, write or telephone the Commission at the contact details below, as soon as reasonably practicable after the decision has issued, providing details of the grounds for Review.

COMMENTS/COMPLAINTS FORM



Your Name: _____

Your Address: _____

Your daytime telephone number (optional): _____

Your comments/complaint

Please continue overleaf and use extra paper if necessary.
Please return to the address given overleaf.

Signature: _____

Date: _____

cont.....

**Parades Commission
2nd Floor Andras House
60 Great Victoria Street
BELFAST
BT2 7BB
Tel: (028) 90 895900
Fax: (028) 90 322988
E mail: info@paradescommissionni.org**