

Customer Care

Lisburn & Castlereagh City Council aims to provide an effective and efficient service to all its ratepayers and customers.

If on occasions, the service is not as you would expect, the Council would like to know about it.

This leaflet tells you how to make a complaint and what happens to your complaint after it is received. Complaints are dealt with through the Council's complaints procedure called the Customer Care System. If you do not have a complaint but would like to forward a comment or compliment, the Council will be pleased to receive it, and there is a note in this leaflet on how to do this.

What is a Complaint, Comment or Compliment?

Definition of a Complaint

"Any expression of dissatisfaction, however made, which alleges failure on the part of the Council to perform a function or provide a service, for which it has responsibility and that is in line with stated Council policies and procedures."

Definition of a Comment

"Any expression, positive or negative, which does not constitute a complaint but relates to the services provided by the Council."

Definition of a Compliment

"An expression of praise or congratulations relating to the services provided by the Council."

How do I Record a Complaint, Comment or Compliment?

Complaints, comments and compliments will be accepted in writing, by email, by telephone, by textphone, via the website, or in person.

If you have a complaint and you wish to make it in writing, you can complete the attached form, place it in an envelope and send it to the following freepost address. You do not need a stamp to do this:

Freepost RTST-LJKZ-JRXY
Chief Executive's Office
Lisburn & Castlereagh City Council
Civic Centre
Lagan Valley Island
1 The Island
Lisburn
BT27 4RL

If you would like to email the Council with a complaint contact us on: customercare@lisburncastlereagh.gov.uk or log on to: www.lisburncastlereagh.gov.uk
Telephone complaints should be made to:
Tel: 028 9250 9559 and by Text Phone: 028 9250 9508

What happens to my Complaint?

Lisburn & Castlereagh City Council aims to resolve complaints as efficiently and effectively as possible. On receipt of your complaint it will be directed to the appropriate department. You will be advised within five working days that your complaint has been received, how it is progressing and if it has been resolved. If the matter cannot be resolved within the five working days you will be advised of this and you will be given a target date by which you will receive a full response.

What if I am not satisfied with the response?

Should you not be satisfied with the full response when you receive it, you can have the matter reviewed by the Director of the Department concerned. If you are then still dissatisfied you can request a review by the Chief Executive.

Following the review by the Chief Executive, if you are still not happy with the final response you can pursue the matter by contacting:

NI Public Services Ombudsman
Progressive House
33 Wellington Place
Belfast
BT1 6HN
Tel: 028 9023 3821 Email: nipso@nipso.org.uk
Web: www.nipso.org.uk

The Commissioner will expect complainants to exhaust the Council's complaints procedure before carrying out any investigations.

PLEASE TELL US WHAT YOU THINK

How Do You Prefer Us To Contact You

Contact Method: Phone
 Post
 Email

Personal Details

Title: Mr/Mrs/Miss/Ms

First Name:

Surname:

House/Flat No:

Street:

City/Town:

Postcode:

Tel: (Day)

Email:

Incident Details

Report Method: Person Company

Type: Complaint Comment Compliment

Date of Incident:

Time of Incident:

Incident Location: (i.e. At Your Home/Council Premise/City Location)

Description:

PLEASE CONTINUE OVERLEAF