



## **Complaints Procedure**

### **NIESR – Complaints Procedure – June 2019**

NIESR aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with NIESR.

Where the issue is governed by a separate agreement ( for example, if the complaint is about the delivery of a research report that is covered by a contract) then the terms of the agreement should be followed first.

#### **If you are not happy with NIESR please tell us**

If you are unhappy about any of NIESR's service, please speak to the relevant staff member or their manager.

If you are unhappy with an individual in NIESR sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the Director.

#### **Making a written complaint**

If you are not satisfied with our response or wish to raise the matter more formally, please write to [complaints@niesr.ac.uk](mailto:complaints@niesr.ac.uk). This email address is monitored and in the first instance complaints will be directed to the Chief Operating Officer.

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

**If after we have responded you are not satisfied, please write to the Director who will report the matter to the next appropriate meeting of the Trustees, which will decide on any further steps to resolve the situation.**

Nothing in this policy affects the legal rights of either party, but that it is intended as a means to encourage resolution at an early stage, and to ensure that NIESR can monitor the effectiveness of its services.

Finally, please also let us know if you are happy with NIESR's services.