



**STAFF COMMISSION FOR EDUCATION
AND LIBRARY BOARDS**

NORTHERN IRELAND

**"PUTTING THINGS
RIGHT"**

COMPLAINTS IN RELATION TO:

- **Services provided
Commission's Equality Scheme**

INTRODUCTION

The Staff Commission for Education and Library Boards ('the Commission') was established as a public authority in 1972. The Commission was established for the purpose of exercising general oversight of matters connected with the recruitment, training and terms and conditions of officers of the Education and Library Boards and of making recommendations to the Boards on such matters.

EQUALITY SCHEME

Under Section 75 of the Northern Ireland Act 1998 public authorities are required to promote equality of opportunity and good relations. The Commission is fully committed to the fulfilment of our Section 75 obligations and has developed an Equality Scheme which sets out how we propose to fulfil these obligations.

PUTTING THINGS RIGHT

We are committed to providing an efficient, impartial and courteous service. If you feel dissatisfied with any part of our service please let us know.

In regard to the implementation of our Equality Scheme if you feel you have been directly affected by a failure on our part to comply with our Equality Scheme please contact us in order that we can investigate the complaint and respond.

MAKING A COMPLAINT

You can make a complaint in person or by:

- ◆ telephone 028 9049 1461 or fax 028 9049 1744;
- ◆ completing the form at the back of this leaflet;
- ◆ letter; or
- ◆ e-mail.

We will consider any special needs of a person making a complaint e.g. interpreter fees.

Our Professional Officer, Deirdre Vaughn will:

- ◆ follow up correspondence received and normally respond within five working days of receipt of your complaint;
- ◆ make a substantive response, where this is necessary, within one month. If this is not possible an explanation will be given for the delay;
- ◆ respect the confidentiality of all correspondence;
- ◆ ensure that all our correspondence is as informative as possible.
- ◆ investigate any complaints in a fair and independent manner whilst ensuring that the complainant does not suffer discrimination or retribution as a result of the complaint. Where appropriate, constructive action will be taken to avoid similar cause for complaint.
- ◆ provide the right of appeal directly to the Chief Officer if anyone is dissatisfied with how their complaint is handled.

OTHER CONTACTS

If you are dissatisfied with how your complaint has been handled you can take your complaint to the Commissioner for Complaints, also known as the Ombudsman.

The Commissioner/Ombudsman is independent and can investigate complaints against government departments and other agencies, including the Commission. You can contact the Commissioner/Ombudsman at:

Commissioner for Complaints
Progressive House
33 Wellington Place
Belfast, BT1 8AN

Freephone: 0800 343424
Tel: 028 9023 3821
Fax: 028 9023 4912

Where the complaint relates to an alleged failure by us to comply with our Equality Scheme you should contact us in the first instance. This does not detract from your right to refer the matter to the Equality Commission at:

Equality Commission for Northern Ireland
Andras House
60 Great Victoria Street
Belfast, BT2 7BB

Tel: 028 9050 0600
Fax: 028 9033 1544
Textphone: 028 9024 0010

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PUTTING THINGS RIGHT

Name of person making complaint:

Address: _____

Post Code: _____ Telephone Number: _____

E-mail (if appropriate) _____

Details of complaint: _____

Signed: _____ Date: _____

**Please return to: Staff Commission for Education and
Library Boards, Forestview, Purdy's Lane, Belfast, BT8 7AR**

Our staff will be pleased to help you complete this form if you wish

Staff Commission for Education and Library Boards
Forestview, Purdy's Lane, Belfast, BT8 7AR

Chief Officer: Patricia Weir

E-mail: patricia.weir@scelb.org.uk

Website: www.staffcom.org.uk

Telephone: 028 9049 1461

Fax: 028 9049 1744

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