

Complaints Procedure

Special EU Programmes Body



*Special EU Programmes Body
Foras Um Chláir Speisialta An AE
Boord O Owre Ocht UE Projects*



What is the Special EU Programmes Body?

The Special EU Programmes Body is a North South Implementation Body sponsored by the Department of Finance and Personnel in Northern Ireland and the Department of Finance in Ireland. It was established on 2 December 1999 and reports to the North South Ministerial Council.

The Special EU Programmes Body's principal functions are to manage certain European Union Structural Funds. The SEUPB also has responsibility for the North South co-operation elements of the other community initiatives and for the monitoring and reporting of areas of cross-border co-operation between Ireland and Northern Ireland.

What to do if you have a complaint about the Special EU Programmes Body

We work very hard to ensure that we deliver the highest standards of service. We realise that sometimes things may go wrong or you may not be satisfied with what we do. No matter what your complaint is you have a right to discuss your problem and/or make a complaint.

We are committed to:

- taking your complaint seriously;
- dealing with your complaint as quickly as possible;
- investigating your complaint thoroughly and impartially; and
- treating you sympathetically and courteously at all times.

There are different ways that you can get in touch

Telephone

If you have been dealing with someone directly, it is best to telephone that person and discuss the issue. Often the problem may have arisen due to a misunderstanding and can be resolved with a simple telephone call. If you are unsure of their direct number you can call: **+44 (0) 28 9026 6660** and you will either be put through to that person or we will give you their contact details.

If you are still unhappy after the call, or feel you are unable to discuss the issue with the person concerned you should refer your complaint to the Complaints

Officer. The Complaints Officer can be contacted on: **+44 (0) 28 9026 6660**.

If you telephone us, we will make a note of the details. It is useful if you provide us with as much information as possible about your complaint so we can deal with it quickly and accurately.

If the complaint is not resolved during your call we would ask that you submit your complaint to us in writing, fully outlining the details of your complaint.

Write

You can also contact us by post. We will acknowledge receipt of your complaint within seven days. Our aim is to send you a response within 14 days. If the nature of the complaint requires detailed investigation it may not be possible to respond within 14 days, in which case you will be informed when you can expect a response. Our office addresses are:

Monaghan

M:TEK Building,
Armagh Road,
Monaghan
Ireland

Belfast

EU House
6 Cromac Place
Belfast BT7 2JB
Northern Ireland

Omagh

EU House
11 Kevlin Road
Omagh BT78 1LB
Northern Ireland

However, if you are unsure of which office you should post your complaint to or to whom it should be addressed, please write to our Complaints Officer at the following address:

Complaints Officer

Special EU Programmes Body
EU House
6 Cromac Place
Belfast BT7 2JB
Northern Ireland

Email

Alternatively, you may wish to contact us by email. You can either email the person you have been dealing with directly or contact us via **feedback@seupb.eu** and we will direct your complaint to the appropriate person.

We will acknowledge receipt of your email within seven days. We will respond to your complaint by contacting you by email, telephone or post (whichever you prefer) within 14 days.

Still not resolved?

If you believe your complaint has still not been resolved, you may write to our Chief Executive requesting a thorough investigation of your complaint. We will acknowledge receipt of your complaint within seven days. Our aim is to send you a response within 14 days. If the nature of the complaint requires detailed investigation it may not be possible to respond within 14 days, in which case you will be informed when you can expect a response. The Chief Executive's address is:

Pat Colgan
Chief Executive
Special EU Programmes Body
6 Cromac Place
Belfast BT7 2JB
Northern Ireland

The Ombudsman

If you feel that your complaint still has not been properly dealt with and you are based in Northern Ireland, you can take your complaint to the Assembly Ombudsman for Northern Ireland. Please be aware that the Ombudsman will expect you to ask a Member of the Legislative Assembly (MLA) to contact them on your behalf. The Ombudsman will also expect you to have gone through our complaints procedure first. We will co-operate fully with the Ombudsman throughout the investigation. To contact the Ombudsman you can:

Write to:

The Ombudsman
Freepost BEL 1478
Belfast BT1 6BR
Northern Ireland

Arrange a visit at:

The Ombudsman's Office
Progressive House
33 Wellington Place
Belfast
Northern Ireland

Or call freephone:

0800 343424

What will be the result of a complaint?

If we discover we have made any mistakes following an investigation of your complaint we will let you know of any actions we take.

In our response to you regarding your complaint we will:

- Explain the situation. We will tell you what went wrong and how we plan to put things right.
- If we have made a mistake we will apologise.
- Invite you to make any further comment you think necessary.

Complaints are a useful way for us to review and improve our services. If your complaint results in any policy or procedure changes we will let you know within 30 days of implementation.

This document can be made available in alternative formats. Please contact the Special EU Programmes Body for further information.

*All days refer to calendar days.