

Guide to making a Complaint

“A complaint is an expression of dissatisfaction requiring a response”

Ballymoney Borough Council Complaints Procedure

Ballymoney Borough Council aims to provide quality services to all residents and visitors to the Borough. As sometimes things can go wrong, this leaflet tells you what steps are open to you if you feel you have been treated unfairly, or have a grievance and wish to make a complaint because of a lapse in service provision which has adversely affected you.

All Council Departments may be contacted at the Borough Offices:-

Riada House
14, Charles Street
Ballymoney
BT53 6DZ

Those services which are likely to impact directly on the public are listed inside this leaflet.

❑ **Building Control**

Building Regulations
Dangerous Structures
Postal Numbering

❑ **Chief Executive**

Conduct of Council Business
Economic Development
Personal Accusations against Staff

❑ **Environmental Health**

Amusement Permits; Societies Lotteries
Consumer Protection (unsafe consumer goods)
Dog Licensing and Control
Entertainment Licensing
Food Control /-(premise hygiene; food composition/labelling)
Health & Safety at Work
Illegal Dumping
Noise and Air Pollution
Nuisance Abatement/Pest Control
Petroleum Licensing
Refuse Collection and Disposal
Skip Service and Facilities
Street Cleansing and Litter Control
Street Trading
Supply of Refuse Containers

❑ **Finance and Administration**

Invoices and Accounts
Personnel Matters
Property Certificates
Registration of Births, Deaths and Marriages

□ **Recreation and Amenities**

Access to the Countryside
Arts, Cultural and Entertainment Services
Cemeteries
Children's Play Areas
Community Relations
Community Services
Museum Services
Parks, Playing Fields and Open Services
Public Toilets
Sports Development
Tourism
Riada Centre
Drumaheglis Marina and Caravan Park

To whom do I complain?

1. You should contact the responsible Department direct, by telephone, in person or in writing. Complex complaints should always be made in writing to assist in their investigation.
2. In many cases the responsible Department will be able to provide prompt redress.
3. If you are not satisfied you should contact the Head of Department concerned giving full details of your complaint.

The Head of Department will investigate your complaint and reply within 14 working days.

My complaint has been investigated but I am not satisfied with the response.....

4. If you are not satisfied with the response you have received from the Department concerned, you have the right to request the Chief Executive and Town Clerk your complaint.

This review will be completed within 21 working days.

5. If, after this review, you are still not satisfied you may then choose to pursue the matter further by contacting

The Local Government Ombudsman at
N.I. commissioner for Complaints,
33 Wellington Place,
Belfast BT1 6HN
Tel: 028 90233821