

## Tourism NI Complaints Policy

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*A customer guide to making a complaint.*

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## 1. Introduction:

Tourism NI is committed to providing a high quality service to all our customers. However, there may be occasions when problems arise, and you do not receive the service you expect. We want to know when an issue has arisen so that we can put it right and learn from the experience. In line with our core values, Tourism NI strives for Excellence and is committed to acting with Integrity in the delivery of high quality services for all customers.

If you have any reason to be unhappy with our service, we want to know about it so that we can put things right in the most appropriate manner and as quickly as possible.

Your feedback is important to us, whether positive or negative. Not only does it allow us to improve our individual service to you, it also helps us to enhance services for other customers.

**This Tourism NI Complaints Policy refers only to complaints you have in relation to services you have received directly from Tourism NI.**

If we think that your complaint should be dealt with by another organisation, we will tell you as soon as possible. Where we can, we will also tell you who that other organisation might be, but **we cannot forward a complaint on your behalf.**

All complaints are dealt with professionally and in confidence. All feedback is welcomed and will in no way affect future Tourism NI support decisions or customer relationships.

## 2. What is a complaint?:

### 2.1 For Tourism NI, a complaint is:

***An expression of dissatisfaction made to an organisation related to its services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.***

*(Source: International Standards Organization)*

### 2.2 A complaint could be about any aspect of our services, for instance:

- When we do not deliver a service on time;*
- When we give you the wrong information;*
- When you receive a poor quality service; and / or*
- When you have an issue with the service provided by a member of our staff.*

### 2.3 Complaints received by Tourism NI will be treated seriously and will be thoroughly and objectively investigated in a timely manner.

## 3. What is not a complaint:

### 3.1 *The following will not be dealt with under this Complaints Policy:*

- An information request*
- Appeals under a funding scheme*
- Appeals of a business decision*
- A routine first time request for a service*
- An attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision.*

### 3.2 Such requests will be dealt with as routine business issues and you should contact the relevant business area.

## 4. How to make a complaint:

### 4.1 We are keen to ensure that all complaints about our services are dealt with in a satisfactory way and are resolved as quickly as possible.

### 4.2 Often an issue can be resolved quickly and easily by contacting the person with whom you have been dealing. You can do this in person, by telephone, e-mail or letter.

**4.3** If you wish to make a complaint you can do so via the online [enquiry](#) form and select the 'Complaint about services provided directly by Tourism NI' option from the drop down menu in the Enquiry section of the Form. Alternatively, you can complete the form at Annex A and post it directly to Tourism NI.

**4.4** To help us deal effectively with any issues raised, please tell us:

- What the issue is;*
- When it happened; and*
- With whom you dealt*

**5. How we respond to Complaints:**

**5.1** We will acknowledge your complaint within 3 working days and will provide a response within 10 working days.

**5.2** If it is not possible to provide a full response within 10 working days, we will advise you of the progress of our investigation and provide an indication of the likely response date.

**5.3** If necessary, we may contact you to obtain further information or clarification. It would be helpful if you could give us as much information as possible and provide copies of any supporting evidence.

**6. What to do if you dissatisfied with our response:**

**6.1** If you are dissatisfied with our response, you can refer the matter to the Chief Executive within 28 days of the date of the initial response:

Please address your complaint to:

**Chief Executives Office  
Tourism NI  
Floors 10-12, Linum Chambers  
Bedford Square, Bedford Street  
BELFAST  
BT2 7ES  
Telephone: 028 9023 1221  
E-mail: [complaints.feedback@tourismni.com](mailto:complaints.feedback@tourismni.com)**

**6.2** An acknowledgement will be issued within 3 working days advising that your complaint has been received and is being investigated.

**6.3** You will be contacted within 10 working days from issue of the acknowledgement and advised of progress or, if the investigation has been completed, we will advise you of the outcome and what we intend to do.

**6.4** We may contact you at any stage during the investigation to obtain further information or clarification.

## **7. The role of The NI Public Services Ombudsman:**

**7.1** If you still consider that Tourism NI has not dealt with the matter either properly or fairly, you can refer your complaint to the Northern Ireland Public Services Ombudsman (NIPSO).

**7.2** The Ombudsman is entirely independent of government and deals with any complaint of maladministration (i.e., poor administration) or of rules being applied wrongly. The Ombudsman does not normally investigate policy but rather how policy has been implemented.

**7.3** The Ombudsman will normally expect you to have given Tourism NI the opportunity to investigate the matter before referral.

### **You can contact the Ombudsman in any of the following ways:**

**By phone:** 0800 34 34 24  
(This is a free phone number)

*or*

028 90 233821

**By text phone:** 028 90 897789

**By e-mail:** [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)

**By writing to:** Northern Ireland Public Services Ombudsman  
Progressive House  
33 Wellington Place  
Belfast  
BT1 6HN

**Website:** <https://nipso.org.uk/nipso/>

## **8. Accessibility:**

- 8.1** We are committed to making our service easy to use for all members of the community. In line with our statutory equality duties, we will always ensure that reasonable adjustments are made to help customers access and use our services.
- 8.2** If you require assistance putting your complaint in writing, or want this information in another language or format, such as large font, or Braille, please tell us in person, contact us on 028 90 23 1 221 or e-mail us at: [complaints.feedback@tourismni.com](mailto:complaints.feedback@tourismni.com).

## **9. How we use personal information in relation to complaints:**

- 9.1** When investigating a complaint Tourism NI takes care that it respects the rights and freedoms of all those involved. How we handle any personal information we receive in respect to those rights and freedoms is described in our privacy policy. [TourismNI.com/privacy](https://TourismNI.com/privacy).
- 9.2** When we receive a complaint, we open a file containing the details of the complaint. This normally contains the personal information and identity of the complainant and of other individuals involved in the complaint.
- 9.3** We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We do compile and publish statistics showing information (for instance on the number of complaints we receive), but not in a form which identifies anyone.
- 9.4** When we receive a complaint, we are required to notify all those people involved that we have received a complaint and that we are processing their personal information for that purpose only.
- 9.5** We usually have to disclose the complainant's identity to whomever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant does not want the disclosure of personally identifiable information, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.
- 9.6** We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for five years from closure. It will be retained in a secure environment and access to it will be restricted.
- 9.7** Similarly, where enquiries are submitted to us, we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

Please use the form below to make a complaint about Tourism NI services:

|  |
|--|
| <b>Tourism NI Complaints Form:</b>                         |
| <i>Please complete in capital letters and in black ink</i> |

|                                    |  |
|------------------------------------|--|
| <b>SECTION 1 – About You:</b>      |  |
| <b>Title:</b>                      |  |
| <b>Forename:</b>                   |  |
| <b>Surname:</b>                    |  |
| <b>Address:</b>                    |  |
| <b>Postcode:</b>                   |  |
| <b>Telephone Number (Daytime):</b> |  |
| <b>E-mail Address:</b>             |  |

|  |              |
|--|--------------|
| <b>SECTION 2 – Details of Complaint:</b> |              |
| <b>What the issue is:</b>                |              |
|  |              |
| <b>When it happened:</b>                 |              |
|  |              |
| <b>Whom you dealt with:</b>              |              |
|  |              |
| <b>Signed:</b>                           | <b>Date:</b> |
|  |              |

Please post completed form or leave at Tourism NI reception (address below)

Attach additional sheets if required.





Floors 10-12, Linum Chambers  
Bedford Square, Bedford Street  
BELFAST  
BT2 7ES

**Tel:**

028 90 231 221

**E-mail:**

[Contact Us | TNI \(tourismni.com\)](mailto:Contact Us | TNI (tourismni.com))

**Industry Website:**

[www.tourismni.com](http://www.tourismni.com)

**Consumer Website:**

[www.discovernorthernireland.com](http://www.discovernorthernireland.com)