

## Northern Ireland Public Services Ombudsman

if you are still unhappy, you have the right to make a further appeal to the Northern Ireland Public Sector Ombudsman Office. The Ombudsman normally expects that a complainant will have exhausted the Association's internal complaints procedure before contacting their office.

### In writing to:

The Ombudsman,  
Freepost NIPSO,  
Belfast, BT1 6HN

### Freephone:

0800 343424

### Email:

nipso@nipso.org.uk

### Website:

www.nipso.org.uk

The full Complaints Policy is available to view/download on our website, [www.arkhousing.co.uk](http://www.arkhousing.co.uk)



### Registered Office:

Ark Housing  
Hawthorn Office Park  
37A Stockmans Way  
Belfast BT9 7ET

T: 028 9075 2310

F: 028 9075 4180

E: [info@arkhousing.co.uk](mailto:info@arkhousing.co.uk)

[www.arkhousing.co.uk](http://www.arkhousing.co.uk)



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# How to make a Complaint



[www.arkhousing.co.uk](http://www.arkhousing.co.uk)



## What is a Complaint?

For the purposes of definition, a complaint may be a written or verbal expression of dissatisfaction in regards to our performance. For example, you have a right to make a complaint if:

- **you are unhappy with the standard of service provided by Ark Housing;**  
or
- **you have been unfairly or rudely treated by a member of staff;**  
or
- **Ark Housing has failed in its duty as a landlord, partner or public body.**

## What is not a Complaint?

If the complaint relates to the actions, inactions, perceived failures or behaviours of others, then this complaints process is not appropriate.

For example, if the complaint relates to a new case of anti-social behaviour or a failure attributable to other bodies such as the Police Service Northern Ireland (PSNI) or the Northern Ireland Housing Executive (NIHE), Ark Housing staff will be happy to guide you to the appropriate agency, body or policy to which your concern relates to.



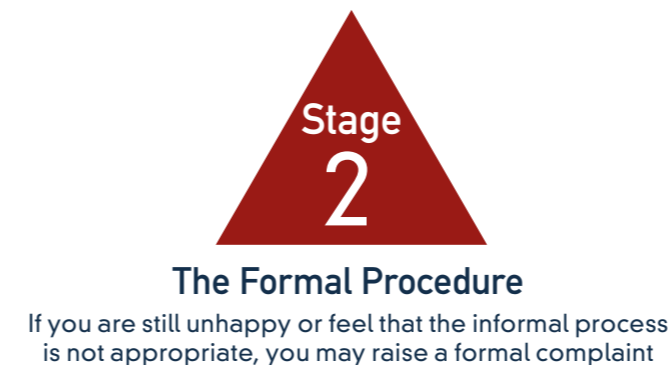
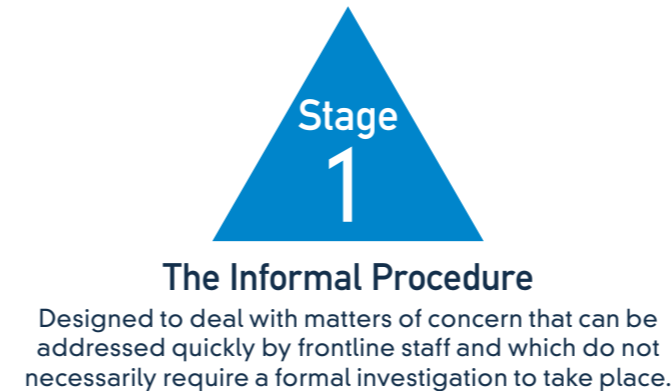
## Who can Complain?

- Tenants, residents, members of the public or their personal representatives;
- Members of the legislative Assembly or other locally elected representatives who are complaining on behalf of a member of the public;
- Officers or representatives of a partnering organisation;
- Any other person who has a complaint to make about the standard of service provided by Ark Housing.

## Complaint Time Limits

There is no time limit for making a complaint. However, we advise that any complaint should be submitted as soon as is reasonably practical, in order that it can be properly and fairly investigated.

## There are two stages to Ark Housing's Complaints Procedure:



## Complaints Procedure:

### Stage 1: Informal Procedure



### Stage 2: Formal Procedure

