

Land & Property Services Corporate Complaints Procedure



Land &
Property
Services®

Our commitment to customers

We aim to make sure that:

- making a complaint is as easy as possible;
- we treat your complaint seriously;
- we deal with your complaint promptly and confidentially; **and**
- we learn from complaints and use them to review and improve our service.

What is a complaint?

A complaint is when you tell us you are not happy about the service we provide.

It can be about anything and could include when:

- we do not deliver a service on time;
- we give you the wrong information;
- you receive a poor-quality service; **or**
- you have a problem with a member of staff.

How to make a complaint

STAGE 1

If you want to make a complaint, you can contact our Central Complaints Team in any of the ways listed below.

E-mail: customerservices@lpsni.gov.uk

In writing to our Central Complaints Unit at:

Land & Property Services
Central Correspondence and Complaint Unit
2nd Floor, Lincoln Building
27–45 Great Victoria Street
MALONE LOWER
Belfast BT2 7SL

Phone: 028 9025 1853

Fax: 028 9025 1566

Or, you can **call into one of our offices.**

STAGE 2

If you are not happy with our response, you can contact the Chief Executive, John Wilkinson, at the address below.

Land & Property Services
Queen's Court
56-66 Upper Queen Street
TOWN PARKS
Belfast BT1 6FD

If you are still not happy with our response, you can contact the Ombudsman at the following address.

The Ombudsman
Freepost BEL 1478
Belfast BT1 6BR

The Ombudsman will not normally investigate a complaint unless you have gone through our internal complaints procedure. You will need to contact the Ombudsman through your Member of the Legislative Assembly (MLA).

You can find details on how to complain to the Ombudsman at www.ni-ombudsman.org.uk.

Response times

We will acknowledge receipt of your complaint in writing within two working days.

We will send you our full written response within 10 working days.

If there is a delay in responding, we will keep you up to date with our progress.

Comments

We are happy to receive any other comments on our services. Please contact us in any of the ways mentioned above or fill in a comment card at any of our offices. Or, you can e-mail us from the 'Contact us' section of our website.

Challenges to our decisions

We need to deal with some specific complaints in a different way. These types of complaints are explained below.

Valuation complaints

There is a separate appeals procedure if you do not agree with your property valuation. You can find details of the appeals procedure in our customer charter, which you can get at any LPS Rating Service or LPS Valuation Service office, or on our website at www.lpsni.gov.uk.

Housing Benefit complaints

There is a separate Housing Benefit appeals procedure if you do not agree with the amount of Housing Benefit you receive.

You can get details from:

Land & Property Services
Housing Benefit Rate Relief Unit
Londonderry House
Chichester Street
TOWN PARKS
Belfast BT1 4JJ

Freephone: 0800 5877477

Or, you can find more details on our **website** at www.lpsni.gov.uk.

Licensing complaints

If your complaint is specific to a licensing decision, and all internal processes have been exhausted, you can contact:

In writing:

Office of Public Sector Information
102 Petty France
London SW1H 9AJ

Phone: 020 7276 5215

Fax: 200 7276 5207

Email: hmsostandards@cabinet-office.x.gsi.gov.uk

Website: www.opsi.gov.uk/ifts/ifts-complaints-procedure.pdf



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An Agency within the Department of

**Finance and
Personnel**

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