

## **Land & Property Services Corporate Complaints Procedure**

### **Our commitment to customers**

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- 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
- When we give you the wrong information
- When you receive a poor quality service
- When you have a problem with a member of staff

### **How to make a complaint**

If you wish to make a complaint you can contact our Customer Services Team in any of the ways listed below.

**By email** at [customerservices@lpsni.gov.uk](mailto:customerservices@lpsni.gov.uk)  
**In writing** to our Customer Services Team at

Land & Property Services,  
Customer Services,  
4<sup>TH</sup> Floor  
Queens Court  
56-66 Upper Queen Street,  
Belfast.  
BT1 6FD

**By phone** to our Customer Services Team on 028 90543929.  
**By fax** to our Customer Services team on 028 90543806.  
**In person** at one of our offices.

Your complaint will be fully investigated and a response issued within 10 working days.

If you are unhappy with the response you can contact the **Chief Executive**

**John Wilkinson**  
**Land & Property Services**  
**Queen's Court**  
**56-66 Upper Queen Street**  
**Belfast**  
**BT1 6FD**

If you are still unhappy with our response you can contact the Ombudsman

**The Ombudsman**  
**Freepost BEL 1478**  
**Belfast**  
**BT1 6BR**

The Ombudsman will not normally investigate a complaint unless the internal complaints procedure has been exhausted. It is necessary to contact the Ombudsman through your MLA.

Details on how to complain to the Ombudsman can be found at <http://www.ni-ombudsman.org.uk>

Or for Land Registration you can choose to have your complaints examined by the **Independent Complaints Reviewer (ICR)**. This would still allow for the case to be examined by the Ombudsman at a later stage.

**Independent Complaints Reviewer**  
**New Premier House**  
**150 Southampton Row**  
**London WC1B 5AL**

**Telephone 020727809675**

**Email [enquiries@icr.gsi.gov.uk](mailto:enquiries@icr.gsi.gov.uk)**

The ICR's role is to act as an honest broker in investigating complaints against Land Registers, when you believe there has been a failure in service standards or maladministration.

### **Response times**

We will acknowledge receipt of your complaint within 2 working days

We will issue a full response within 10 working days

If there is a delay in responding we will keep you informed of our progress

## Comments

We are happy to receive any other comments on our service to customers. Please contact us in any of the ways mentioned above or complete a comment card at any of our offices. Alternatively you can email 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. Details of these types of complaints are as follows

### Valuation Complaints

There is a separate appeals procedure if you do not agree with the valuation we have placed on your property. Details of the appeal procedure can be found in the Land & Property Services Customer Charter, a copy of which can be obtained at any Rating Service or Valuation Service office, or on our website at [www.lpsni.gov.uk](http://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 are receiving. You can get details from Housing Benefit Rate Relief Unit, Londonderry House, Chichester Street, Belfast, BT1 4JJ (Freephone 0800 5877477) or on our website at [www.lpsni.gov.uk](http://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:

**By letter:**

Office of Public Sector Information  
Standards Division  
Room 1.35  
Admiralty Arch  
North Side  
London  
SW1A 2WH

**By phone:**

020 7276 5215

**By fax:**

020 7276 5207

**By E-mail:**

[hmsostandards@cabinet-office.x.gsi.gov.uk](mailto:hmsostandards@cabinet-office.x.gsi.gov.uk)