

## What to do if you have a complaint?

Please tell us about it.

Contact the officer or office manager dealing with your case.

If you are not happy with their response, write to the senior manager responsible.

If you are still not happy, write to the Permanent Secretary or the Chief Executive

(Social Security Agency only)  
If you have written to the Chief Executive and are still not happy and would like an independent review of your case, write to the Independent Case Examiner

Even though it is not part of our complaints procedure, you can pass your complaint to the Ombudsman at any stage.

**Permanent Secretary**  
**Department for Employment and Learning**  
Adelaide House  
39-49 Adelaide Street  
Belfast, BT2 8FD  
Phone: 028 9025 7400  
Website: [www.delni.gov.uk](http://www.delni.gov.uk)  
E-mail: [del@nics.gov.uk](mailto:del@nics.gov.uk)

**Chief Executive**  
**Social Security Agency**  
Lighthouse Building  
1 Cromac Place  
Gasworks Business Park  
Ormeau Road  
Belfast BT7 2JB  
Phone: 028 9082 9473  
Website: [www.ssani.gov.uk](http://www.ssani.gov.uk)  
E-mail: [customerservice.unit@dsdni.gov.uk](mailto:customerservice.unit@dsdni.gov.uk)

**Independent Case Examiner**  
PO Box 155  
Chester, CH99 9SA  
Phone: 0845 606 0777  
E-mail: [ice@dwp.gsi.gov.uk](mailto:ice@dwp.gsi.gov.uk)  
Website: [www.ind-case-exam.org.uk](http://www.ind-case-exam.org.uk)

The Ombudsman for Northern Ireland  
33 Wellington Place  
Belfast, BT1 6HN  
Phone: 0800 343424

# Making a comment or complaint



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INVESTOR IN PEOPLE

## Jobs & Benefits

**JobCentre**  
DEPARTMENT FOR EMPLOYMENT AND LEARNING



SOCIAL  
SECURITY  
AGENCY

# Making a comment or complaint

## Do you have a comment?

We welcome any comments you may have on the service you receive. Please tell the office you have been dealing with.

## Do you have a complaint?

Tell us if you are unhappy with:

- the quality of our service;
- something we have done; or
- something we have not done.

We want to know how we can put things right. If we have made a mistake, we want to learn from it so that we can improve our service.

We will deal with your complaint quickly.

- If you ring us, we will take the details and reply by phone, or in writing if you prefer, within 10 working days.
- If you write to us, we will acknowledge your letter within two working days of receiving it. We aim to provide a full reply within 10 working days. If this is not possible, we will keep you up to date with our progress.

## How to make a complaint?

### Stage one

The first thing you should do is contact the officer who is dealing with your case, or the office manager, and give them the details. They are the best people to deal with your complaint. You will find their addresses and phone numbers on any letters we have sent you, or in the phone book under Department for Employment and Learning or the Social Security Agency.

### Stage two

If you are not satisfied with our response to your complaint, you can write to the senior manager responsible. We will give you their name and address in our response to your original complaint

### Stage three

If you feel that the senior manager has not settled your complaint, you can write to the Permanent Secretary of the Department for Employment and Learning or the Chief Executive of the Social Security Agency.

The reply you received from the senior manager will tell you who to contact.

### Stage four (Social Security Agency only)

If you have written to the Chief Executive and are still not satisfied, and you want an independent person to look into your complaint, you can phone or write to the Independent Case Examiner. The Independent Case Examiner is not part of the Social Security Agency, and the service is free. For more information about the Independent Case Examiner you can visit their website: [www.ind-case-exam.org.uk](http://www.ind-case-exam.org.uk)

### If we are responsible for a mistake

Although we do everything we can to get things right, occasionally we get things wrong. If this happens, we will:

- explain what has gone wrong;
- apologise for our mistake;
- take action to put things right; and
- consider paying you compensation, if appropriate.

There is more information in the 'Financial Redress for Maladministration Guide' which you can see at any of our Jobs & Benefits or Social Security offices.