

# COMPLAINTS PROCEDURE

## If things go wrong

We aim to provide a high quality, efficient and professional service, but occasionally things can go wrong and we are keen to learn from our mistakes. If you are not happy with our treatment of you please get in touch as soon as possible with the person you have been dealing with. They are best placed to sort out most problems. If you are still not satisfied, or feel unable to raise the matter with that person, please ask to speak to their immediate manager. We hope we will be able to deal with most problems in this way.

## Formal Complaints

If this does not resolve the problem, RDC has a formal complaints procedure that comprises two stages. Your complaint and our response must be in writing or e-mail. We do not normally deal with this type of complaint verbally, as it is best to keep a written record.

At stage one you should write by post or e-mail to the RDC Director of Corporate Services at the address below. Your complaint will be referred to the Manager, responsible for the area of work in which the complaint has arisen, who will arrange for it to be investigated. The Manager will aim to send you a full response within 10 working days of receiving your complaint. If our investigation is taking longer than this, then we will let you know when you can expect a full reply.

If you remain dissatisfied following the relevant Manager's response at stage one or if your complaint is in relation to the Manager, you should write to the Chief Executive/Chair at the address given overleaf (or by e-mail to [info@rdc.org.uk](mailto:info@rdc.org.uk)). The Chief Executive/Chair will arrange to have the matter investigated and will aim to send you a full response within 10 working days of receiving your complaint. If our investigation is taking longer than this, then we will let you know when you can expect a full reply.

**It is important to note** that RDC's formal complaints procedure is not an appeal mechanism for tenderers who are dissatisfied with the outcome of a procurement competition.

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