



Invest Northern Ireland
Building Locally
Competing Globally

Customer Feedback Procedure



Customer Feedback Procedure

Invest NI is committed to providing a high quality service to our customers. However, there may be occasions when problems arise and you do not receive the service you expect.

If you have any reason to be unhappy with our service we want to know, so that we can try to put things right in the most appropriate manner and as quickly as possible.

To ensure that all complaints about our services are dealt with in a satisfactory way and to enable us to improve our services, we have developed a mechanism for obtaining feedback from our customers.

We regard a complaint as:

an expression of dissatisfaction made to Invest NI about a perceived failure to carry out any aspect of our service or the way Invest NI has carried out a service.

A report on feedback from our customers will be drawn to the attention of the Chief Executive on a quarterly basis and to our Board of Directors on an annual basis.

How to provide feedback

Often an issue can be resolved quickly and easily by contacting the person with whom you have been dealing. You can do this in person, by telephone, fax, or letter.

If you would rather not deal with the member of staff concerned or if you are not sure who is responsible for the service about which you are complaining, you can complete our feedback form which is available in hard copy, on request and on our website.

This should be sent to the Customer Service Manager who will raise the issue directly with the manager responsible for that service.

Telephone: 028 9069 8148

Fax: 028 9043 6536

Email: customerservicemgr@investni.com

Address: Bedford Square,
Bedford Street,
Belfast BT2 7ES

Website: www.investni.com/contactus

To help us deal effectively with any issues raised please tell us: what the issue is, when it happened, who you dealt with.

Our response

Feedback given in person or by telephone:

If the problem cannot be resolved at the time, it will be further investigated. We will write back to you within 5 working days telling you the result of the investigation and what we intend to do.

Feedback given in writing/via email:

We will send an acknowledgement within 1 working day and endeavour to respond to you within 5 working days. If it is not possible to meet this deadline, we will contact you within 5 working days from the date of our acknowledgement, and advise you of the progress of our investigation, indicating the likely timescale in which it will be completed.

We may contact you at any stage during the investigation to obtain further information or clarification.

What to do if you are not satisfied with our initial response

If you are dissatisfied with our initial response and the outcome you can refer the matter to the Chief Executive's Office. Again, an acknowledgement will be issued within 1 working day advising that your complaint has been received and is being investigated. You will be contacted within 15 working days from issue of the

acknowledgement and advised of progress or, if the investigation has been completed, we will advise you of the outcome and what we intend to do.

Again, we may contact you at any stage during the investigation to obtain further information or clarification.

What happens if you are still not satisfied with Invest NI's response

If you still consider that Invest NI has not dealt with the matter either properly or fairly, you can refer your complaint to the Ombudsman (Commissioner for Complaints). The Ombudsman is entirely independent of government and deals with any complaint of maladministration (ie poor administration) or of rules being applied wrongly. The Ombudsman does not normally investigate policy - rather he looks at how a policy has been put into practice.

The Ombudsman will normally expect you to have given Invest NI the opportunity to investigate the matter before you refer it to him.

You can contact the Ombudsman in any of the following ways:

By phone: 0800 34 34 24
(this is a freephone number)
or
028 9023 3821

By fax: 028 9023 4912

By e-mail: ombudsman@ni-ombudsman.org.uk

By writing to:
The Ombudsman
Freepost
Belfast
BT1 6BR

Invest NI Customer Feedback Form

Please complete in Capital Letters and in ink

SECTION 1 - About You

Surname: Mr/Mrs/Miss/Ms/Dr: _____

Forename(s): _____

Address: _____

Postcode: _____

Telephone (Daytime): _____

SECTION 2 - Issue raised

2a Which Invest NI service does this feedback relate to?

Please give the location of the office or the name of the relevant staff member

2b What issue would you like to report?

(Outline the background to the issue and give a brief description of what you think Invest NI failed to do, or did wrongly. If there is not enough space here, please continue your comments on a separate piece of paper and attach it to the form. If possible, refer to any relevant letters you have written to Invest NI, our responses and any other information you think appropriate).

Invest NI Customer Feedback Form (continued)

2c How has it affected you?

(Describe how you have suffered or your interests have been affected)

2d What would you regard as a reasonable remedy to the matter?

2e On or about what date did the issue occur?

2f If there has been a delay in telling/informing us about this issue, please state why.

SECTION 3 - Have you raised this issue previously with Invest NI?

EITHER: Yes, I have (tick box)

(if possible please provide a copy of the response you received or alternatively provide some details.)

OR: No, I have not because... (give reason)

Signed:

Date:

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