

GRO COMPLAINTS PROCEDURES

The General Register Office for Northern Ireland (GRO) takes all complaints about the quality of its services seriously. We will provide a speedy response and a full and fair investigation of your complaint.

Initially you should take up your complaint directly and informally with the person with whom you have been in contact. You can express your dissatisfaction by letter, email or telephone. You can expect a reply from us within 10 working days.

GRO has the following 2-stage formal complaints process:

Stage 1: If you are not satisfied with the initial informal response, you should write to the line manager of the person you have been dealing with setting out your complaint clearly and in detail. Our target for replying to formal complaints is 10 working days from the date of receipt. If a full reply cannot be issued within this time (e.g. if further information is required), an interim reply should be issued which will include an indication as to when a final reply can be expected.

Stage 2: If you are still not satisfied with our explanation, you can write to:

The Deputy Registrar General
The General Register Office
Colby House
Stranmillis Court
Belfast
BT9 5RR

You will receive a full response within a further 15 working days.

If you continue to be dissatisfied, you can bring your complaint to the Northern Ireland Public Services Ombudsman (NIPSO) within six months of the completion of NISRA's internal complaints procedure. However, the NIPSO may investigate a complaint outside the time limit if there are special circumstances that would make it proper to do so.

Contact details for the NIPSO are –

Northern Ireland Public Services Ombudsman
Progressive House
33 Wellington Place
Belfast
BT1 6HN

Opening Hours: 9.00am - 5.00pm, Monday to Friday (excluding Public Holidays)

Telephone: 028 9023 3821

Text Phone: 028 9089 7789

Freephone: 0800 34 34 24

Email: nipso@nipso.org.uk

Freepost: Freepost NIPSO

Website: www.nipso.org.uk

Please note that this procedure only relates to complaints about the service GRO provides and not about Government policy, the content of legislation or contractual issues. However when your complaint does not involve GRO, or is a matter outside our control, we will do our best to advise you how to pursue it