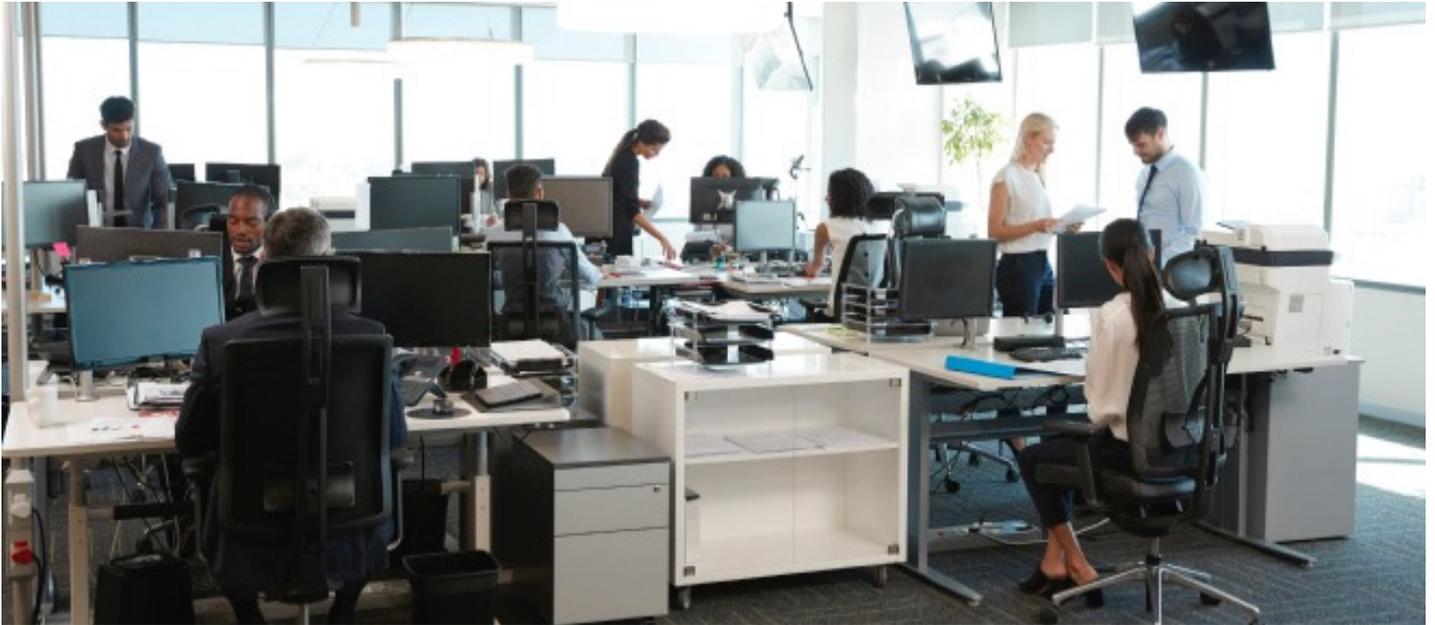


Code of Practice for Statistics

Complaints Procedure



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Introduction

Human Resource Consultancy Services (HRCS) is a branch of the Northern Ireland Statistics & Research Agency within the Department of Finance in the Northern Ireland Civil Service (NICS). We are responsible for producing and disseminating a range of Official and National Statistics relating to the HR functions of the NICS, including recruitment, promotion and equality; sickness absence; as well as pay forecasting and Equal Pay Audits. The full series of statistics published by HRCS is available on the [HRCS web page](#) On the NISRA web site.

Complaints

Human Resource Consultancy Services aims to deliver a high quality service. However, if for any reason you feel that the service you receive from HRCS has fallen below the standards you expect or has not lived up to the statements made in our policies and procedures, then please contact us so we can investigate and improve the service we provide. HRCS takes all complaints about the quality of its services seriously.

On receipt of a complaint we will:

- regard it seriously;
- treat it in confidence;
- deal with it independently and without favour;
- resolve it promptly.

Initially you should take up your complaint directly and informally with the person with whom you have been in contact. If you are not satisfied with the initial informal response, you should write the Principal Statistician in Human Resources Consultancy Services setting out your complaint clearly and in detail. Contact details are provided on the front page above. If your complaint relates to a specific publication, complaints should be addressed to the lead statistician for the publication (specific contact details are available within each publication).

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.

If you are still not satisfied with our explanation and your complaint relates to our statistical service, you can write to the Chief Executive of NISRA. For further details see the NISRA procedure for handling complaints on the [NISRA and GRO complaints procedures web page](#).

Where the nature of the complaint relates to information provided under the Freedom of Information Act, the Department of Finance will review and respond in line with the internal review process set out under the Freedom of Information Act.

Feedback

We welcome feedback from users on our Complaints procedure. Please send any comments to hrcs@nisra.gov.uk