



Truth Recovery Independent Panel
Seeking the Truth

COMPLAINTS PROCEDURE

The Truth Recovery Independent Panel's ('Independent Panel') Complaints Procedure is designed to address any specific concerns you have that relate to the Independent Panel.

The information in this document will guide you through the Independent Panel's complaints process.

1. Making a complaint

1.1 Complaints should normally be made within 4 weeks of the incident occurring or of it coming to your attention. This time limit can be extended provided there is a reasonable explanation for why you did not / were not able to make the complaint sooner, and it's possible to complete a fair investigation.

1.2 Complaints must be provided in writing by email or by post. If you are making a complaint on behalf of someone else, please provide their written consent with your letter.

2. How to make a complaint and what to expect

2.1 You may raise your complaint with the Independent Panel Secretariat, who will acknowledge receipt of your complaint within 3 working days.

2.2 If your complaint is in relation to the work of the Panel, the conduct of a Panel member or the conduct of anyone carrying out work on behalf of the Panel, it will be handled by the Co-Chairs. If your complaint is in relation to the conduct of the Co-Chairs, it will be forwarded to The Executive Office ('TEO').

2.3 You will receive a full response within 15 working days. If this deadline cannot be met, you will receive an explanation that will inform you when you can expect a full response.

2.4 Please provide as much information as possible along with contact details, such as your name, telephone number, email address and postal address. Under the UK General Data Protection Regulations ('UKGDPR') and Data Protection Act 2018 ('DPA2018'), we have a legal duty to protect any information you provide to us. Any personal data you provide will be handled in accordance with UKGDPR and DPA2018.

2.6 When you raise a complaint, you can expect your complaint to:

- be treated with respect and courtesy.
- be dealt with promptly and efficiently.
- be treated confidentially.

2.5 You can raise your complaint by:

- Email to - secretariat@independentpanel.org.uk, OR
- Writing to the postal address below:

FAO Independent Panel Secretariat
4th Floor
Equality House
7-9 Shaftesbury Square
Belfast
BT2 7DP

3. What happens if I am not happy with the outcome?

3.1 Complaints relating to the work of the Panel, the conduct of Panel members (not the Co-Chairs) or the conduct of anyone carrying out work on behalf of the Panel.

These complaints will be handled by the Co-Chairs. If you are not satisfied with the response you have received, you can refer your complaint to the Director of the Truth Recovery Programme in TEO for consideration.

The Director will aim to provide a full response within 15 working days. If this deadline cannot be met, you will be advised, in writing, of when you can expect a full response.

3.2 Complaints relating to the conduct of the Co-Chairs.

These complaints will be handled by the Director of the Truth Recovery Programme in TEO. If you are not satisfied with the response you have received, you can refer your complaint to The Executive Office's [Complaints procedure | The Executive Office \(executiveoffice-ni.gov.uk\)](#)

4. Northern Ireland Public Service Ombudsman

4.1 If you remain dissatisfied with the handling of your complaint, you can ask the Northern Ireland Public Services Ombudsman to investigate your complaint. The Ombudsman provides a free and independent service, but you will usually be expected to have exhausted the full extent of the Independent Panel's Complaints Procedure before your case will be considered.

4.2 If you wish to contact the Ombudsman, you can do so in a number of ways:

- Telephone: 028 9023 3821

- Text phone: 028 9089 7789
- Email: nipso@nipso.org.uk
- Via post:

The Ombudsman
Freepost RTKS-BAJU-ALEZ
Belfast
BT1 6BR

- In person, by calling between the hours 9.30am - 4.00pm at the address below:

The Ombudsman
33 Wellington Place
Belfast
BT1 6HN
Freephone: 0800 34 24 24.

You can also visit the [Ombudsman's Office website](#).