**InterTradeIreland - Complaints Policy**

InterTradeIreland is a Cross-Border Trade and Business Development Body funded by the Department of Enterprise, Trade and Employment in Ireland and the Department for the Economy in Northern Ireland.  We provide Small and Medium Enterprises with Funding, Intelligence and Contacts on an all-island basis and support businesses, through innovation and trade initiatives to take advantage of North/South co-operative opportunities to improve capability, drive competitiveness, growth and jobs.

In undertaking its responsibilities, InterTradeIreland provides a broad range of services, working with many external organisations and stakeholders and is committed to providing an excellent service in a prompt, courteous and fair manner.

We understand however, that it may happen that a member of the public may not be fully satisfied with their experience of our services.

In such cases, that party may make a complaint. InterTradeIreland will consider and respond to that complaint having due regard to our commitment to maintain our standards of promptness, courtesy and fairness in any aspects of our administrative services.

The following procedure will apply:

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

* the standard of service we provide
* the behaviour of our staff
* any action or lack of action by staff affecting an individual or group

Our complaints policy does **not** cover:

* matters that have already been fully investigated through this complaints procedure
* anonymous complaints
* complaints about access to information where procedures and remedies are set out in legislation, e.g. Freedom of Information and Data Protection.

If you are dissatisfied with our standards of promptness, courtesy and fairness in any aspects of our administrative services, in the first instance, you should contact the individual from the relevant business area and set out the issue of concern.

If you feel you are unable to discuss or resolve the issue with the relevant contact, or if you are not satisfied with their response, you should ask to speak with that person’s line manager to discuss and resolve the issue.

In the event that a satisfactory resolution has not been reached at this point, a formal written complaints procedure can be implemented.

In this event, you should formally write to the InterTradeIreland Complaints Officer (See below for contact details) setting out your full contact particulars, setting out that you are making a formal complaint, the nature and details of your complaint and the outcome of your engagement with the staff in the relevant business section.

The Complaints Officer

* Will acknowledge receipt of your complaint within 5 working days.
* Take your complaint seriously and consider the issues you raise in a thorough and impartial manner. This may require seeking additional details or information from you.
* It is our intention that a written response to a formal written complaint will be issued within 10 working days of receipt of the complaint. However, in exceptional circumstances where there is a requirement for the consideration, gathering or analysis of significant amounts of information, this period may be extended.

In either event, the outcome of this consideration of your complaint will be formally communicated to you in writing as soon as possible.

If you are unhappy with the outcome, you can appeal in writing to the InterTradeIreland Chief Executive, citing the aspects of the response with which you are dissatisfied. You must do this within 14 working days of receiving the initial InterTradeIreland written response. Again, as set out above, the time frame of 10 days for a formal response to your appeal will typically apply.

Should the response of the InterTradeIreland Chief Executive not meet your requirements, the [Northern Ireland Ombudsman](http://www.ni-ombudsman.org.uk/) or the [Office of the Ombudsman](http://www.ombudsman.gov.ie/en/) (Ireland) will examine your complaint. They will consider complaints by phone, email or in writing. If based in Northern Ireland, please go to [www.nipso.org.uk](http://www.nipso.org.uk) or if based in Ireland please go to <https://www.ombudsman.ie/> (English Langauge Version) or <https://www.ombudsman.ie/index.xml?&Language=ga> (Irish Language Version) for information on how to make a complaint and for their contact details.​

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| **InterTradeIreland – Contact Details** |
| Post: InterTradeIreland, Kilmorey Street, Newry, BT34 2DE |
| Phone: 028 3083 4100 (048 from Ireland)  |
| **Complaints Officer**  | **Chief Executive/Designated Officer** |
| Sharon Hughes | Margaret Hearty |
| sharon.hughes@intertradeireland.com  |  |
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All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 1998 and individuals should be aware that making a complaint will not adversely affect future relationships with InterTradeIreland.