

You can have the full policy by contacting the Youth Justice Agency using the details below:-

Youth Justice Agency

41-43 Waring Street
Belfast
BT1 2DY

Phone: (028) 9031 6434

Fax: (028) 9031 6402

E-mail: info@yjani.gov.uk

www.youthjusticeagencyni.gov.uk

(Other useful contacts)

**The Independent Complaints
Reviewer**

New Premier House
150 Southampton Row
London
WC1B 5AL

Phone: (020) 7278 6251

Fax: (020) 7278 9675

E-mail: enquiries@icr.gsi.gov.uk

Parliamentary Ombudsman
Helpline: 0845 015 4033

Children's Law Centre
Phone: (028) 9024 5704

**Northern Ireland Commissioner for Children & Young
People (NICCY)**
Phone: (028) 9031 1616

NIACRO
Independent Representation Project
Phone: (028) 9032 0157



**Youth Justice
Agency**

Design and finished artwork by Stevie,
Daniel, Stephen, Robert & Hugh



The Youth Justice Agency believes that every person who comes into contact with the Agency has the right to complain if they are unhappy or worried about how they have been treated.

If you want to make a complaint and want to know what to do then follow the 4 steps inside to sort out your complaint.

You will be kept informed at every stage of the process!

STEP 1

Talk to a member of staff about your concerns
Talk to, write, phone or e-mail any member of staff that you feel OK with.

Usually, complaints or problems can be quickly sorted out in this way and if this happens then that's the end of it.



If you feel that your problem has been sorted out then STOP here.

If not move to **Step Two**.

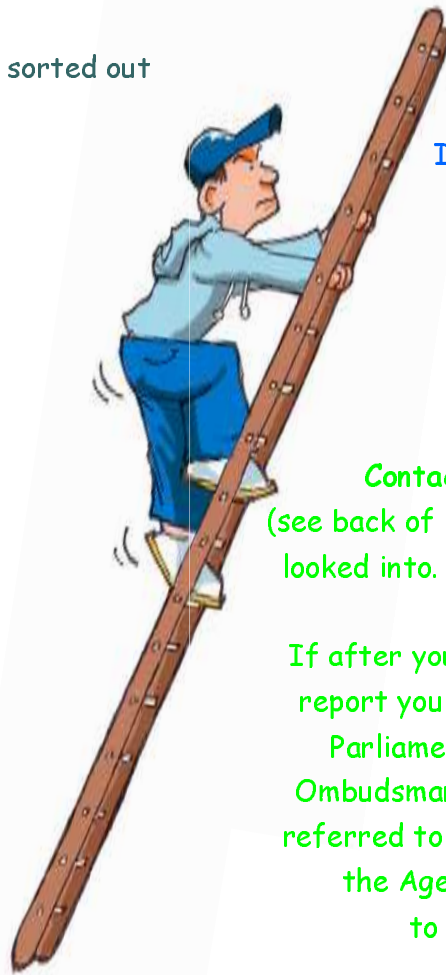
STEP 2

Talk to a senior member of staff

Talk to, write, phone or e-mail a senior member of staff. You will be asked to write down your complaint and will get help to do this if you want. You will receive an answer within 5 working days from the date of the written complaint.

If you feel that your problem has been sorted out then STOP here.

If not move to **Step Three**.



You can have a friend to help you.

(This could be a parent/guardian, social/care worker, probation officer, friend, family member, solicitor or any of the organisations listed on the back page.)

STEP 3

Write to the Chief Executive

You can do this yourself or ask someone to help you.

The address of the Chief Executive is on the back of this leaflet.

A Director will be appointed by the Chief Executive to investigate your complaint and write a report about it. You will get the report within 3 weeks.

If you are happy with the reply that's the end of the matter.

If not you can go to **Step Four**.

STEP 4

Contact the Independent Complaints Reviewer (see back of leaflet) who will arrange for your complaint to be looked into. S/he will give you a copy of their report and let you know her/his decision.

If after you receive the Independent Complaint Reviewers report you are not happy with it you can ask a Member of Parliament to put the complaint to the Parliamentary Ombudsman. However, a complaint should normally only be referred to the Parliamentary Ombudsman when all steps in the Agency's complaints process, including referral to the Independent Complaints Reviewer, have been followed.

