



# Youth Justice Agency

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An Ghníomhaireacht um Cheartas i leith an Aosa Óig

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Agentrie fur Young-Yins Fang'It wi tha Laa

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# MAKING A COMPLAINT ADULT

MAKING COMMUNITIES SAFER BY HELPING  
CHILDREN TO STOP OFFENDING

**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 follow the steps in this guide.**

**If you want to make a complaint  
follow these 4 steps:**

**1**



**Step One**  
**Talk to a member of staff**



**Talk to, phone, or email a member of staff you  
feel comfortable 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.**





## 2

### Step Two 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 receipt of the written complaint.

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

If not move to step three.





# 3

## Step Three Ask for a review at Director Level



Talk to, write, phone or e-mail the Agency's Complaints Officer. You can do this yourself or ask someone to help you. Contact details are on the back of this leaflet.



A Director will be appointed 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 move to step four.





## 4

### Step Four

## Contact the Youth Justice Agency Chief Executive

If you are dissatisfied with the investigation or decision reached by the Director, you can forward your complaint to the Chief Executive. The Chief Executive will examine whether or not the investigation of the complaint has been properly conducted and if the decision reached was fair. The Chief Executive will make a final decision on behalf of the Agency on whether or not to uphold the complaint.



Youth Justice Agency Complaints Officer

Phone: (028) 9031 6400

Email: [info@yjani.gov.uk](mailto:info@yjani.gov.uk)

[www.youthjusticeagencyni.gov.uk](http://www.youthjusticeagencyni.gov.uk)



Should the Chief Executive not uphold the complaint, he/she will give full reasons in writing and advise you how to refer your complaint to the Northern Ireland Public Services Ombudsman (NIPSO) should you wish to do so.

**The organisations below can give you further advice and assistance regarding your complaint.**

**You can have the full policy by phoning the Youth Justice Agency or contacting the email address below.**

**Youth Justice Agency Complaints Officer**

**Phone: (028) 9031 6400**

**Email: [info@yjani.gov.uk](mailto:info@yjani.gov.uk)**

**[www.youthjusticeagencyni.gov.uk](http://www.youthjusticeagencyni.gov.uk)**

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**The Northern Ireland Public Services Ombudsman**

**Freepost NIPSO**

**Belfast**

**BT1 6HN**

**Tel No – 0800 343 424 (Freephone)**

**Email – [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)**

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**NIACRO**

**Phone: (028) 9032 0157**



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**Be the Change**

**Trauma  
Informed  
Practice**

**Adverse  
Childhood  
Experiences**