



Youth Justice Agency

An Ghníomhaireacht um Cheartas i leith an Aosa Óig

Agentrie für Young-Yins Fang'lt wi tha Laa

MAKING A COMPLAINT CHILD

MAKING COMMUNITIES SAFER BY HELPING
CHILDREN TO STOP OFFENDING



The Youth Justice Agency believes that every person who comes in 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 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.

3

Step Three Ask for a review at Director Level



Talk to, write, phone or e-mail a 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 not happy 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 done properly 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

www.youthjusticeagencyni.gov.uk



If the Chief Executive doesn't 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.

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
www.youthjusticeagency.cymni.gov.uk

The Northern Ireland Public Services
Ombudsman
Freepost NIPSO
Belfast
BT1 6HN

Tele No – 0800 343 424 (Freephone)
Email – nipso@nipso.org.uk

NIACRO
Phone: (028) 9032 0157



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Trauma
Informed
Practice

Adverse
Childhood
Experiences

This leaflet was created in
consultation with children
and young people in YJA