



## How to contact us

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

The Chief Executive's Office  
The Planning Service  
Millennium House  
17 – 25 Great Victoria Street  
Belfast  
BT2 7BN

Telephone: 028 9041 6700  
Fax: 028 9041 6802  
Email: [planning.service.hq@nics.gov.uk](mailto:planning.service.hq@nics.gov.uk)

## Divisional Offices

### **Ballymena**

County Hall  
182 Galgorm Road  
Ballymena  
BT42 1QF

Telephone: 028 2565 3333  
Fax: 028 2566 2127  
Email: [divisional.planning.office.ballymena@nics.gov.uk](mailto:divisional.planning.office.ballymena@nics.gov.uk)

### **Belfast**

Bedford House  
16 – 22 Bedford Street  
Belfast  
BT2 7FD

Telephone: 028 9025 2800  
Fax: 028 9025 2828  
Email: [divisional.planning.office.belfast@nics.gov.uk](mailto:divisional.planning.office.belfast@nics.gov.uk)

### **Craigavon**

Marlborough House  
Central Way  
BT64 1AD

Telephone: 028 3834 1144  
Fax: 028 3832 0004  
Email: [divisional.planning.office.craigavon@nics.gov.uk](mailto:divisional.planning.office.craigavon@nics.gov.uk)

### **Downpatrick**

Rathkeltair House  
Market Street  
Downpatrick  
BT30 6EA

Telephone: 028 4461 2211  
Fax: 028 4461 8196  
Email: [divisional.planning.office.downpatrick@nics.gov.uk](mailto:divisional.planning.office.downpatrick@nics.gov.uk)

### **Londonderry**

Orchard House  
40 Foyle Street  
Londonderry  
BT48 6AT

Telephone: 028 7131 9900  
Fax: 028 7131 9777  
Email: [divisional.planning.office.londonderry@nics.gov.uk](mailto:divisional.planning.office.londonderry@nics.gov.uk)

### **Omagh**

County Hall  
Drumragh Avenue  
Omagh  
BT79 7AF

Telephone: 028 8225 4000  
Fax: 028 8225 4011  
Email: [divisional.planning.office.omagh@nics.gov.uk](mailto:divisional.planning.office.omagh@nics.gov.uk)

### **Coleraine Sub Office**

County Hall  
Castlerock Road  
Coleraine  
BT51 3HS

Telephone: 028 7034 1300  
Fax: 028 7034 1434  
Email: [divisional.planning.office.coleraine@nics.gov.uk](mailto:divisional.planning.office.coleraine@nics.gov.uk)

### **Enniskillen Sub Office**

County Buildings  
15 East Bridge Street  
Enniskillen  
BT74 7BW

Telephone: 028 6634 6555  
Fax: 028 6634 6550  
Email: [divisional.planning.office.enniskillen@nics.gov.uk](mailto:divisional.planning.office.enniskillen@nics.gov.uk)

Making a complaint  
A Guide to our  
Complaints Procedure

## Introduction

The Planning Service is an agency of the Department of the Environment.

The purpose of the planning system is to regulate development and land use in the public interest. The planning functions are set out in the Planning (Northern Ireland) Order 1991 (as amended). Our aim is to provide a quality service for our customers. However, the very nature of planning itself can raise complex and controversial issues.

We take all complaints very seriously and place great importance on what our customers have to say. If you feel any aspect of our service falls short of what you can reasonably expect we would like to hear from you.

This leaflet tells you how our complaints procedure works and explains the steps to follow.

## What is a complaint?

A complaint is an expression of dissatisfaction about how the Agency has carried out a service, in other words:

- how we have handled your enquiries or your correspondence
- how we have processed an application, or
- your contact with our staff.

Note: If you are dissatisfied with a decision on an application that you have made, there is a separate procedure for appealing to the Planning Appeals Commission.

Appeals must be made within 6 months of the date of the decision to:

The Chief Administrative Officer  
Planning Appeals Commission  
Park House  
87-91 Great Victoria Street  
Belfast BT2 7AG

Telephone: 028 9024 4710  
e-mail: [info@pacni.gov.uk](mailto:info@pacni.gov.uk)  
website: [www.pacni.gov.uk](http://www.pacni.gov.uk)

## How to make a complaint

A complaint can be verbal or written, formal or informal.

### Informal stage

Often staff in the relevant local planning office can deal with most complaints informally and quickly either in person or by telephone.

We will aim to respond to informal verbal complaints within 3 working days.

### Formal Stage 1

You can put your complaint in writing to the person you have been dealing with.

### Formal Stage 2

If you are not satisfied following the stage 1 response you can write to the Divisional Planning Manager.

### Formal Stage 3

If you remain unhappy following the stage 2 response you can write to the Chief Executive of the Planning Service.

Contact details can be found on the reverse of this leaflet.

In all three formal stages we will:

- acknowledge your complaint within 3 working days of receipt, and
- aim to provide a full reply within 15 working days.

If there is going to be a delay we will let you know the reason and when you may expect to receive a reply.

## Our Commitment

In all cases we will:

- deal with your complaint promptly
- investigate your complaint fully and fairly
- provide a full explanation of the circumstances, and
- if we are at fault, we will apologise.

### If you are still not satisfied

If you are still not satisfied after receiving a response from the Chief Executive's Office, you can ask an Assembly Member to sponsor your complaint to the Assembly Ombudsman for Northern Ireland.

The Ombudsman can investigate complaints against government departments and their agencies, including the Planning Service. The service is free and totally independent. The Ombudsman will expect you to have used our complaints procedure before he will accept a complaint.

### How can I contact the Ombudsman?

You can contact the Ombudsman at:

Assembly Ombudsman for Northern Ireland  
Progressive House  
33 Wellington Place  
Belfast  
BT1 6HN

Telephone: 028 9023 3821  
Freefone: 0800 343424  
Fax: 028 9023 4912  
e-mail: [ombudsman@ni-ombudsman.org.uk](mailto:ombudsman@ni-ombudsman.org.uk)  
website: [www.ni-ombudsman.org.uk](http://www.ni-ombudsman.org.uk)

Or you can write to:

The Ombudsman  
Freepost BEL 1478  
Belfast  
BT1 6BR