

Complaints process

How will I know the DLGSC is dealing with my complaint?

We will contact you as soon as we can within 10 working days (or 3 working days for children and young people) of receiving your complaint to talk to you about it.

What will the DLGSC do about my complaint?

Once we have spoken to you we may need to do more investigation. We will ask if you would like to be informed while we do this.

Yes, I want to know what's going on.

The DLGSC's staff will give you updates about how your complaint is being handled. We will try to solve the problem within 60 working days (or 15 working days for children and young people). When the problem has been solved, the DLGSC will contact you to explain what happened.

I don't want to know what happens.

If you don't want regular updates that is okay. We will try to solve the problem within 60 working days (or 15 working days for children and young people). When the problem has been solved the DLGSC will contact you to explain what happened.

What if I'm still not happy?

If you are not happy with the result you can contact the Ombudsman's office. Information about this will be provided to you.

