Land & Property Services
Complaints Procedure

Land & Property Services
Seirbhísí Talún & Maoine

Department of Finance
An Roinn Airgeadais
www.finance-ni.gov.uk

LPS Customer Service

Our commitment to customers

We aim to make sure that:

- Making a complaint is as easy as possible;
- We treat your complaint seriously;
- We deal with your complaint promptly and confidentially; **and**
- We learn from complaints and use them to review and improve our service.

What is a complaint?

A complaint is when you tell us you are not happy about the service we provide. It can be about anything and could include:

- When we do not deliver a service on time;
- When we give you the wrong information;
- Receiving a poor-quality service; **or**
- A problem with a member of staff.

Response times

- We aim to acknowledge receipt of your complaint in writing within two working days; and
- We will issue our full response within 10 working days; **or**
- If there is a delay in responding, we will keep you up to date with our progress.

Comments

We are happy to receive any other comments on our services.

Please contact us in any of the ways mentioned or fill in a comment card at any of our offices.

Or you can e-mail us: **customerservices@lpsni.gov.uk**

How to make a complaint

If you want to make a complaint, you can contact Land & Property Services (LPS) Corporate Correspondence and Complaints Unit in any of the ways listed.

In writing:
Land & Property Services,
Corporate Correspondence and Complaints Unit,
Lanyon Plaza,
7 Lanyon Place, Town Parks,
BELFAST, BT1 3LP

Email: customerservices@lpsni.gov.uk
(Please state 'complaint' in the subject box.)

Tel: 0300 200 7805
(charged at local rate)

Tel: +44 28 9049 5837
(From outside the UK)

Call into one of our Customer Information Centres in:
Belfast, Ballymena, Craigavon, Londonderry or Omagh.

Complaint Process

Stage 1 Complaint

This is the first stage of the complaints process.

Stage 1 Follow up

If you request clarification or provide LPS with additional information in relation to your complaint, this may be treated as a Stage 1 follow-up complaint.

Stage 2 Complaint

If you are not satisfied with the response to your Stage 1 complaint:
You should contact the Chief Executive in writing, stating you wish to escalate your complaint to Stage 2 of the Complaints Process.

Next Stage

If you are not satisfied with our response to your Stage 2 complaint:

You can contact the Northern Ireland Public Service Ombudsman (NIPSO). The NIPSO will not normally investigate a complaint until you have exhausted the LPS complaints procedure.

The Northern Ireland Public Services Ombudsman,
Progressive House,
33 Wellington Place,
Belfast, BT1 6HN

www.nipso.org.uk
(Visit the website for more details on how to complain to the Ombudsman.)

Challenges to our decisions

We need to deal with some specific correspondence in a different way. These types of correspondence are explained below.

Valuation – Applications for Revision and Appeals

There are separate procedures if you do not agree with the valuation LPS has placed on your property. You can get details of the procedures as follows:

Tel: 0300 200 7801
Text relay: 18001 0300 200 7801
Website: www.finance-ni.gov.uk/land-property-services-lps

You must still pay your rates while your valuation is being considered. If your valuation is amended LPS will refund any amount overpaid, along with interest, if applicable.

Housing Benefit appeals

There is a separate Housing Benefit appeals procedure if you do not agree with the amount of Housing Benefit you receive. You can get details from:

Land & Property Services,
Housing Benefit Rate Relief Unit,
Queen's Court,
56-66 Upper Queen Street,
Town Parks,
Belfast, BT1 6FD

Tel: 0300 200 7802
(charged at local rate)

Tel: +44 28 9049 5801
(From outside the UK)

Website: www.finance-ni.gov.uk/land-property-services-lps

Licensing complaints

If your complaint is specific to a Licensing decision and you have exhausted the LPS complaints processes, you can contact:

The Information Commissioner's Office
Customer contact
Wycliffe House
Water Lane
Wilmslow, SK9 5AF

Tel: 0303 123 1113

Website: www.ico.org.uk/concerns

For how we process personal information, see LPS Privacy Notice on our website https://www.finance-ni.gov.uk/publications/lps-privacy-notice

© Crown Copyright 2019. Anyone wishing to reproduce Land & Property Services material, or use it as a basis for further publication, must obtain a licence from our copyright branch: copyright@finance-ni.gov.uk.