

HIA Historical Institutional Abuse Inquiry

Making a complaint about the Historical Institutional Abuse Inquiry

This guidance explains what you can do if you are unhappy with the service you have received from the Inquiry.

The Historical Institutional Abuse Inquiry is committed to providing a high quality of service to its customers. We welcome complaints about any aspect of our service that you do not think is acceptable. For example, you may be unhappy about:

- Maladministration (e.g. failing to follow the right procedures);
- Delays in receiving information/responses within accepted timeframes;
- Difficulty in contacting the correct team or person;
- Incorrect information or guidance issued by the Inquiry;
- Attitude and conduct of Inquiry staff.

How to make a complaint

When making a complaint:

- Provide your name and address and telephone number;
- Explain clearly what you are complaining about;
- Give as much detail about the complaint including dates, particular events and names of staff you spoke to at the time.

Step One

If you are not happy with our service you may raise your complaint with the Inquiry Secretary. We will acknowledge receipt of your complaint within 3 working days and the Inquiry Secretary will provide a full response within 15 working days. If the deadline cannot be met, you will receive an explanation informing you when you can expect a full response.

You can express your dissatisfaction in the following ways:

1. **By Telephone at** - 028 90 720 600
2. **In writing to** - Freepost HIA Inquiry
3. **By Email to** - general@hiainquiry.org

Step Two

If you are not happy with the response you receive from the Inquiry Secretary and still feel that your complaint has not been adequately dealt with you can refer your case to the Chairman of the Inquiry. The Chairman is the final point of appeal for complaints. Details of how to contact the Chairman will be provided in the response you receive from the Inquiry Secretary. The Chairman will aim to reply within 15 working days. If this deadline cannot be met, you will receive an explanation informing you of when you can expect a full response.