

# LMC

## Livestock & Meat Commission

### Complaints Procedure

LMC is committed to providing its customers with high quality standards of service. We welcome your comments on the quality of service you received and if you are unhappy with our service, please tell us and we will do our best to resolve the matter as quickly as possible.

LMC aims to treat everyone fairly and your complaint will be treated in a confidential manner.

Please note this complaints procedure does not include appeals about Northern Ireland Beef and Lamb Farm Quality Assurance Scheme (NIBL FQAS) decisions. Please see the current NIBL FQAS Standard and Rules for the appeals process.

*How do I make a complaint if I am unhappy with the quality of service I received?*

#### *Informal Procedure*

Our aim is to resolve any complaint quickly and the first thing you should do is contact the office/team concerned. They are best placed to deal with your complaint quickly. Give the details of the complaint and the staff can try to resolve any problems immediately. If you feel dissatisfied with this approach then you may initiate a formal complaint.

#### *Formal Procedure*

You can complain in person, by telephone, letter, fax or e-mail. It is important when contacting us that you provide as much information as possible. This will assist us in investigating your complaint quickly and efficiently. When making a complaint please provide:

- your contact details (full name, postal/e-mail address, contact number)
- as much as you can about the complaint

#### **In writing/in person to:**

Livestock and Meat Commission for Northern Ireland  
1a Lissue Walk  
Lissue Industrial Estate (East)  
Lisburn  
BT28 2LU

#### **By telephone:**

028 92633000

**By fax:**

028 92633001

**By e-mail:**

[info@lmcni.com](mailto:info@lmcni.com)

All complaints will be taken seriously and dealt with as quickly as possible.

Complaints will be acknowledged within 10 working days of receipt and a full response provided within 20 working days of receipt. If this is not possible, we will explain why and we will tell you when you can expect a response.

In all cases your complaint will be fully investigated and treated in confidence.

If you are not satisfied with our response to your complaint, you can refer the matter to LMC's Chief Executive. We will provide you with their name and contact details in response to your initial complaint.

If you are not satisfied with the response from LMC's Chief Executive, you can refer the matter to the Chairman of the Board. We will provide you with their name and contact details in response to your complaint.

*What to do if you are still not satisfied?*

If you have received a final reply from the Chairman of the Board and you remain unhappy, you can contact the NI Ombudsman. The NI Ombudsman is independent of government and has wide statutory powers. You can contact the Ombudsman in a number of ways:

**In person at:**

Northern Ireland Public Services Ombudsman  
Progressive House  
33 Wellington Place  
Belfast  
BT1 6HN.  
Freepost: NIPSO

**By telephone:**

028 9023 3821

Freephone: 0800 343424

**By e-mail:**

[nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)

*Accessibility*

LMC are committed to making our service easy to use for all members of the community. In line with our statutory equality duties, we will always ensure that reasonable adjustments are made to help customers access and use our services.