



Special EU Programmes Body  
Foras Um Chláir Speisialta An AE  
Boord O Owre Ocht UE Projects

# THE SEUPB COMPLAINTS PROCEDURE

## ABOUT THE SPECIAL EU PROGRAMMES BODY

The Special EU Programmes Body (SEUPB) is a North South Implementation Body responsible for the management and implementation of cross-border European Union Structural Funds Programmes in Northern Ireland, the border counties of Ireland and parts of Western Scotland. The Programmes from the current funding period are the PEACE IV and INTERREG VA Programmes. The SEUPB is also responsible for the development of a new Programme called PEACE PLUS, which is currently in the advanced stages of development.

In addition, the SEUPB provides a signposting and support role for projects wishing to engage in the INTERREG V Transnational and Inter-regional Programmes (VB and VC). Further information on the work of the SEUPB can be found on the SEUPB website.

The SEUPB is sponsored by the Department of Finance and Personnel in Northern Ireland and the Department of Finance in Ireland. It reports to the North South Ministerial Council.

This leaflet explains how to submit a complaint to the SEUPB.

## SEUPB COMPLAINTS DEPARTMENT

You can contact the SEUPBs Complaints Department at:

### **COMPLAINTS OFFICER**

Special EU Programmes Body  
7<sup>th</sup> Floor, Clarence West Building  
2 Clarence Street West  
BELFAST  
BT2 7GP

Telephone: 028 9026 6660

Email: [feedback@seupb.eu](mailto:feedback@seupb.eu)

Website: [www.seupb.eu/feedback](http://www.seupb.eu/feedback)

A hard copy of the Complaints Form can be downloaded [here](#).

## WHAT CAN I COMPLAIN ABOUT?

In undertaking its responsibilities, the SEUPB provides a broad range of services and works with many external organisations and stakeholders. There are therefore three areas about which you may wish to submit a complaint.

- 1. Complaints relating to the administrative services provided by the SEUPB.**
- 2. Complaints relating to a project funded under the PEACE IV and INTERREG VA Programmes from the current 2014-2020 funding period.**
- 3. Complaints relating to the PEACE PLUS Consultation.**

## WHAT THIS COMPLAINTS POLICY DOES NOT COVER

There are some issues that you are unable to complain about using this complaints procedure. These are:

- 1. Matters that have already been fully investigated through SEUPB's complaints procedure.**
- 2. Complaints from organisations who have been rejected for funding or who feel that they have not received sufficient funding** – complaints relating to project assessment and all funding decisions are dealt with through the Review Procedure. Please see the SEUPB website or contact us for further information.
- 3. Project concerns falling outside of the remit of SEUPB** - The SEUPB does not have the remit to consider all actions undertaken by an organisation in receipt of European funding. Complaints must relate directly to a project for which funding was provided under either the PEACE IV or INTERREG VA Programmes.
- 4. Projects funded under any of the previous Peace and Interreg Programmes.**
- 5. You make a complaint more than 12 months after you first became aware of the problem.**

**If you are unsure as to whether the SEUPB can consider your complaint, please contact the Complaints Officer to discuss your concerns further.**

## HOW TO MAKE A COMPLAINT

The SEUPB delivers a wide range of services and works very hard to ensure that these are delivered to the highest standards. We understand that sometimes things may go wrong or that you may not be satisfied with what we do. No matter what your complaint is about the administrative services provided by SEUPB, you have the right to discuss it.

The SEUPB also works with many projects and organisations who receive funding under the PEACE and INTERREG Programmes. As the Managing Authority for these Programmes, the SEUPB has a duty to ensure the proper and effective use of these funds.

The SEUPB or the relevant Lead Partner will issue a contract (Letter of Offer) to an organisation which has been approved for funding. In order to receive this funding, the project must comply with the conditions outlined within its Letter of Offer. The SEUPB will assess any complaints received about an organisation within the context of the conditions set out within its Letter of Offer.

### YOU SHOULD TAKE THE FOLLOWING STEPS:

1. If your complaint relates to a service provided by SEUPB, it is best to initially **telephone the individual from the relevant business area and discuss the issue.** Often a problem can be resolved by a simple telephone call. If you are unsure of the number you can call: **028 9026 6660** and you will either be put through to that person or we will give you their contact details.

**OR**

If your complaint relates to a project funded with monies from any of the European Programmes for which the SEUPB is responsible, as a first step **you should put your complaint to the organisation concerned** using the complaints procedure of that organisation or that of its Lead Partner.

2. If you feel you are unable to discuss or resolve the issue with the relevant contact, you should **refer your complaint to the Complaints Officer at the SEUPB.** It is

useful for us to get as much information as possible on the matter. We therefore ask that you **complete the SEUPB Complaints Form** and submit it to the SEUPB Complaints Officer.

#### THE SEUPB WILL:

1. Acknowledge receipt of your complaint within 5 working days.
2. Take your complaint seriously and consider the issues you raise in a thorough and impartial manner.
3. If further investigation is required to resolve your complaint, we will commit to provide you with a response within 8 weeks of receipt of your complaint.
4. We will treat you respectfully, sympathetically and courteously at all times.

## IF YOUR COMPLAINT IS STILL NOT RESOLVED

After reviewing the SEUPBs response to your complaint, you believe that the issue is still not resolved you should write to our Chief Executive at the address below. You must do this within 14 working days of receiving the initial SEUPB response.

### **Chief Executive Officer**

Special EU Programmes Body  
7<sup>th</sup> Floor, Clarence West Building  
2 Clarence Street West  
BELFAST  
BT2 7GP

Email: [feedback@seupb.eu](mailto:feedback@seupb.eu)

### **THE SEUPB WILL TAKE THE FOLLOWING STEPS:**

1. The Chief Executive Officer will acknowledge your request within 5 working days.
2. The Chief Executive Officer will consider your request and identify if any further actions are required to resolve your complaint.
3. You will be issued with a response within 8 weeks of receipt of the complaint.

## YOUR RIGHT TO CONFIDENTIALITY

Your rights to confidentiality will be respected throughout the complaints process. Please be aware however that there may be some instances where it will be necessary to share information with other external organisations in order to resolve the complaint.

## HOW TO CONTACT THE OMBUDSMAN

If following these actions, you feel that your complaint has still not been resolved, you may contact the relevant Ombudsman. Contact details are outlined below.

Both will expect you to have exhausted the SEUPB complaints procedure first and in Northern Ireland, you will have to ask a MLA to contact the ombudsman on your behalf.

Please be assured that the SEUPB will cooperate fully with the Ombudsman should it be required.

|                      | <b>Northern Ireland Public Services Ombudsman</b>  | <b>Ombudsman of Ireland</b>                                       |
|----------------------|--|---|
| <b>Phone:</b>        | 028 9023 3821<br>or<br>0800 34 34 24 (Freephone)   | 00353 1 639 5600 / 1890 223030 (Local)                            |
| <b>Email:</b>        | nipso@nipso.org.uk   | info@ombudsman.ie   |
| <b>By Post</b>       | NI Public Services Ombudsman<br>Progressive House<br>33 Wellington Place<br>Belfast<br>BT1 6HN | 18 Lower Leeson Street<br>Dublin 2<br>D02 HE97                    |
| <b>Further info:</b> | <a href="https://nipso.org.uk/nipso/">https://nipso.org.uk/nipso/</a>                          | <a href="https://www.ombudsman.ie/">https://www.ombudsman.ie/</a> |

# SEUPB COMPLAINTS PROCESS

