

Office of the Social Fund Commissioner

customer services

Customer Services

The Customer Service Team is here to deal with all enquiries or complaints about the Inspectors' decisions and the service customers receive from the OSFC.

You may wish to contact us if:

- you think the decision is wrong; or
- you have a comment or complaint about the service you have received; or
- you have an enquiry.

Our promise to you

We will listen to what you say and investigate any issues you raise.

- When possible we will give you a full response to your complaint within 12 working days.
- Where extra information is needed, for a full response, this may take 2 - 3 weeks.

The Customer Service Team and the rest of the OSFC are committed to giving equal service to all members of the public. This means we will deal with your complaint fairly, and we will not treat you differently from anyone else.

You can contact the Customer Service Team if you have any comments about our service. We welcome your comments, which help us improve standards.



Osfc

Office of the Social Fund Commissioner
OSFC3

How to contact the Customer Service Team

You can contact the Customer Service Team in the way that suits you best:

☎ By telephone on 028 90 247202 or freephone 0808 127 0417.

☎ By fax on 028 9023 0921.

☎ By Minicom on 028 9089 7540 or freephone 0808 127 0418

✉ By post to Customer Service Team

Office of the Social Fund Commissioner

24 – 26 Arthur Street

Belfast

BT1 4GF

or **FREEPOST OSFC**

✉ By e-mail: sfc@osfcni.org.uk

Further action

If you are still not satisfied with the Inspectors' decision after he has looked at it again, you may be able to apply to the High Court to challenge it (known as a 'judicial review'). If you are considering this, you are advised to get advice from solicitors, citizen's advice bureaux or law centres.

Alternative Format

If you require information in another language or in large print, disk, audio cassette or Braille format please contact us and let us know.



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