



Special EU Programmes Body
Comhlacht na gClár Speisialta AE
Special EU Schemes Boadie

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 EU funding under the PEACEPLUS, PEACE IV and INTERREG VA Programmes.

The SEUPB is sponsored by the Department of Finance in Northern Ireland and the Department of Public Expenditure and Reform 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
7th Floor, Clarence West Building
2 Clarence Street West
BELFAST
BT2 7GP

Telephone: 028 9026 6660

Email: feedback@seupb.eu

Website: [Make a complaint | SEUPB](#)

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 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, with a valid letter of offer, funded under the PEACE IV and INTERREG VA Programmes from the 2014-2020 funding period.**
3. **Complaints relating to a funded project under the current PEACEPLUS Programme for the 2021-2027 funding period.**

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, or is being, provided under either the PEACE IV, INTERREG VA or PEACE PLUS 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, INTERREG and PEACEPLUS 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 will issue a contract (Letter of Offer) to an organisation which has been approved for funding (Lead Partner). 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 at [Make a complaint | SEUPB](#).** Once submitted, it will be processed by the 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
7th Floor, Clarence West Building
2 Clarence Street West
BELFAST
BT2 7GP
Email: 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 to resolve the complaint. Also note that SEUPB has obligations under its Freedom of Information Code of Practice and the Environmental Information Regulations 2004. Full details of how you can exercise your rights can be found at: [Privacy Notice | SEUPB](#).

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.

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

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