

Code of Practice for Statistics Complaints Procedure



Issued by:
Workforce Statistics & Analysis
Bruce Street
Belfast BT2 7JD

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Contact: Gayle Kennedy
Telephone: 028 9038 8439

Email: workforcestatisticsandanalysis@finance-ni.gov.uk

Website: [NI Civil Service Human Resource Statistics](#) | [Northern Ireland Statistics and Research Agency](#)

Introduction

Workforce Statistics & Analysis is the statistical team embedded within People and Organisational Development within the Department of Finance (DoF) in the Northern Ireland Civil Service (NICS). Consisting of statisticians from the Northern Ireland Statistics & Research Agency (NISRA), we are responsible for producing and disseminating a range of Official and Accredited Official Statistics relating to the HR functions of the NICS, including recruitment, promotion and equality; sickness absence; as well as pay forecasting and Equal Pay Audits. The full series of statistics published by WSA is available on the [WSA web page](#) On the NISRA web site.

Complaints

Workforce Statistics & Analysis aims to deliver a high quality service. However, if for any reason you feel that the service you receive from WSA has fallen below the standards you expect or has not lived up to the statements made in our policies and procedures, then please contact us so we can investigate and improve the service we provide. WSA takes all complaints about the quality of its services seriously.

On receipt of a complaint we will:

- regard it seriously;
- treat it in confidence;
- deal with it independently and without favour;
- resolve it promptly.

Initially you should take up your complaint directly and informally with the person with whom you have been in contact. If you are not satisfied with the initial informal response, you should write the Principal Statistician in Workforce Statistics & Analysis setting out your complaint clearly and in detail. Contact details are provided on the front page above. If your complaint relates to a specific publication, complaints should be addressed to the lead statistician for the publication (specific contact details are available within each publication).

Our target for replying to formal complaints is 10 working days from the date of receipt. If a full reply cannot be issued within this time (e.g. if further information is required), an interim reply should be issued which will include an indication as to when a final reply can be expected.

If you are still not satisfied with our explanation and your complaint relates to our statistical service, you can write to the Chief Executive of NISRA. For further details see the NISRA procedure for handling complaints on the [NISRA and GRO complaints procedures web page](#).

Where the nature of the complaint relates to information provided under the Freedom of Information Act, the Department of Finance will review and respond in line with the internal review process set out under the Freedom of Information Act.

Feedback

We welcome feedback from users on our Complaints procedure. Please send any comments to workforcestatisticsandanalysis@finance-ni.gov.uk