



## FIREARMS AND EXPLOSIVES BRANCH COMPLAINTS PROCESS

### Purpose

The Firearms & Explosives Branch Complaints Process is in place to address localised complaints about firearms licensing matters and staff. The process addresses complaints from individuals (directly or via authorised representatives) where the complaint meets certain criteria. The process does not replace the Appeals Process, PONI or local complaints to police. The process does not address matters relating to officers or staff outside the Branch.

The FEB Complaints process is intended to fulfil core principles of:

- Public Service
- Transparency; and
- Accountability

### Definitions

This process does not contradict the Firearms (Appeals and Applications) Regulations (Northern Ireland) 2005.

- A **complainant** is a person aggrieved with a decision or action taken by PSNI FEB (only).
- A **complaint** is defined as one or more of the following:
  - Performance or case-specific agreed timelines not complied with
  - Process / policy not complied with
- A **complaint cannot be accepted if**
  - the complainant is entitled to or has lodged an active appeal with NIO or DoJ

Complaints will be administered by the Firearms Information Team, Firearms and Explosives Branch, who are not involved in any decision making in relation to applications.

### Process

- Receive written correspondence via mail or [Firearms@psni.police.uk](mailto:Firearms@psni.police.uk) email.
- Firearms Information Team will sent an acknowledgement receipt to the complainant.
- The matter will be reviewed and assessed and will be resulted within 3 months.