



An Roinn Gnó,
Fiontar agus Nuálaíochta
Department of Business,
Enterprise and Innovation

Complaints Procedures 2019-2021



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Principles of Quality Customer Service for Customers and Clients of the Public Service

1. Quality Service Standards

Publish a statement that outlines the nature and quality of service which the customer can expect and display it prominently at the point of service delivery.

2. Equality/Diversity

Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community).

Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.

3. Physical Access

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

4. Information

Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people

with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publications. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

5. Timeliness and Courtesy

Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer.

Provide contact details in all communications to ensure ease of ongoing transactions.

6. Complaints

Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.

7. Appeals

Similarly, maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

8. Consultation and Evaluation

Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.

9. Choice

Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

10. Official Languages Equality

Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

11. Better Coordination

Foster a more co-ordinated and integrated approach to delivery of public services.

12. Internal Customer

Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

Our Commitment

We are committed to promoting quality, openness and transparency in the delivery of our services. We welcome your feedback and will deal with your comments and complaints thoroughly, fairly and promptly.

If you are not satisfied with the standard of service you receive, or if you feel improvements could be made, please let us know. We will acknowledge your complaint or comments within 5 working days and aim to send you a full reply within 15 working days.

If you are not satisfied with how we deal with your complaint, we will tell you about your right to take the complaint to the Ombudsman.

What issues does the Complaints Procedure cover?

Customers who wish to complain about **the quality of customer service provided by the Department** can submit a complaint under our Complaint Procedures.

For example, complaints may relate to:

- Responses to letters/emails not being issued within accepted timeframes;
- Difficulties experienced in contacting us;
- Incorrect information or guidance provided by us; and,
- The manner in which you were treated.

What issues does the Complaints Procedure not cover?

The Complaints Procedure does **not** cover:

- Administrative Decisions taken by the Department. For example, applicants who have been refused an Export Licence or an Employment Permit may appeal such decisions by invoking other appeal mechanisms, which are outlined on the Department's website.
- Complaints about services provided by the Offices and Agencies that fall under the Department's aegis. You should make your complaint directly to these organisations. See Appendix 1 and Appendix 2 for contact details.

How do I make a complaint?

You can make a complaint by contacting the business unit concerned or contacting the Customer Service Unit:

- In person
- By phone
- In writing
- By email
- By completing the Complaints Form

The [Complaints Form can be completed online](#) and is contained in Appendix 3. You can also ask us to send you this form. Return the completed form to the Customer Service Unit, Department of Business, Enterprise and Innovation, 23 Kildare Street, Dublin 2 or submit your complaint on-line by following the steps on our website.

- Include as many details as you can about your complaint including the name of the person, section or Division and the date on which the incident occurred. Tell us why you believe a particular service standard was breached. You may include any other relevant background information to help us deal with your complaint.
- If you need further help on making a complaint to us you can contact our Customer Service Unit by:-

Phone: (01) 631 2121

Email: customerservice@enterprise.gov.ie

If there is anything that may affect your ability to make a complaint, please let the Department's **Access Officers** know and we will do all we can to help you.

Our **Access Officers** are:

Elaine McCormack

Phone: (01) 631 2121

Edel Deane

Phone: (01) 631 2121

You can also email our Access Officers at:

AccessOfficer@enterprise.gov.ie

Can I make a complaint through Irish?

If a complaint is made in Irish it will be acknowledged in Irish and we will endeavour to deal with any complaint through Irish, if requested.

What happens when I make a complaint?

What we will do?

- When the Customer Service Unit receive your complaint, we will record it and send you an acknowledgement within 5 working days. We will also send you a copy of our Complaint Procedures.
- We will then assign your complaint to a staff member in the appropriate business area who will process your complaint and aim to resolve it promptly and fairly.
- We will aim to send you a full reply within 15 working days.

What if I am not satisfied?

If you are not happy with the Department's response, our Customer Service Unit will tell you how to seek a review.

How do I seek a review?

- Fill out the Complaints Review Form in Appendix 4. You can also ask our Customer Service Unit to send you this form. Tell us why you are not satisfied with the response that you have received to date. You may include any other relevant background information. A Divisional Complaints Officer will carry out the review. The Divisional Complaints Officer will not have been involved in the previous investigation of your complaint.
- You must seek this review within **15** working days of the notification date on the response you received from the business area dealing with your original complaint.

How will the Department deal with the Complaints Review request?

- The Customer Service Unit will acknowledge your Complaints Review request within 5 working days.
- We will assign a Divisional Complaints Officer to deal with your complaint.
- The Divisional Complaints Officer will aim to send you a full reply within 15 working days. If this deadline cannot be met, you will receive an explanation that will inform you when you can expect a full response.

What if I am still not satisfied with the outcome of the Complaints Review?

If you are still not satisfied with the Department's response, you have the right to take your complaint to the Office of the Ombudsman. By law, the Ombudsman can investigate complaints about any of our administrative actions or procedures, as well as delays or inaction in our dealings with you.

The Ombudsman's services are free, impartial and independent.

Contact details for the Office of the Ombudsman:-

The Ombudsman will ask you for details of your complaint and a copy of the final response to your complaint. The best way to contact the Ombudsman is by:

- **Clicking on the 'Make A Complaint' link at www.ombudsman.ie**
- Or writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773
- Or calling the Ombudsman on 01 639 5600 if you have any queries or if you need help making your complaint.

Can I make a complaint under the Disability Act?

Sections 25, 26, 27 or 28 of the *Disability Act, 2005* relate to access by persons with disabilities to:

- the Department's public buildings;
- the Department's services;
- services supplied to the Department; and
- information.

If you feel that the Department has not complied with any of these sections, you may make a complaint **in writing** in accordance with Section 38 of the Disability Act 2005.

In accordance with Section 39(2) of the Disability Act 2005, the following are the procedures for making and investigating such complaints:

How do I make a complaint under the Disability Act?

- A complaint may be made by a person, or through his or her: spouse/partner, parent or relative; guardian or a person acting in loco parentis to that person; legal representative; a personal advocate, assigned by the Citizens Information Board to represent that person or
- by someone advocating on behalf of that person with his or her consent.

- **A complaint must be made in writing**, which can include e–mail, and should provide all your contact details, or the contact details for whoever is making the complaint on your behalf.
- The complaint should state that it is a complaint under Section 38 of the Disability Act 2005 and should, in so far as it is possible, set out clearly the grounds for the complaint which should relate to the failure of the Department to provide access to its public buildings, services, services supplied to the Department or information.

The complaint **must** be made to:

The Secretary General

Department of Business, Enterprise and Innovation

23 Kildare Street

Dublin 2

D02 TD30

Email: secretary.general@enterprise.gov.ie

How will the Department investigate my complaint under the Disability Act?

Following the receipt of a complaint the Secretary General will refer your complaint to an **Inquiry Officer**.

Who is our Inquiry Officer?

In accordance with Section 39(1) of the Disability Act 2005, the Secretary General, as head of the Department, may authorise an Inquiry Officer to investigate complaints.

What will the Inquiry Officer do?

- On receipt of the complaint, referred by the Secretary General, the Inquiry Officer will acknowledge receipt to the person who made the complaint.
- The Inquiry Officer will examine the complaint to establish if it relates to an alleged failure by the Department to comply with Sections 25, 26, 27 and 28 of the Disability Act, 2005. Where the Inquiry Officer considers that the complaint is frivolous or vexatious, he or she will notify the Secretary General and the person who made the complaint to that effect. Otherwise he or she will investigate the complaint.
- The Inquiry Officer may request further information/details from the person who made the complaint and may require that such information/details be furnished within a specified time.
- If you do not provide this information the Inquiry Officer will go ahead with the investigation.
- The Inquiry Officer may consult with all parties which he or she considers appropriate regarding the matter.
- In the course of the investigation the Inquiry Officer may undertake interviews with such persons which he or she considers appropriate, including the person who made the complaint, to gather all the information needed to reach a decision.
- The Inquiry Officer will keep a written record of his or her investigation
- The Inquiry Officer will prepare a written report of the results of the investigation setting out his or her findings together with a determination in relation to:
 - Whether there has been a failure by the Department to comply with the relevant provisions of the Disability Act, 2005; and,
 - if such a determination indicates that there has been such a failure, the steps required to be taken by the Department to comply with the provisions(s) concerned.

The Inquiry Officer will send a copy of his or her report to our Secretary General and the person who made the complaint. This report will end the investigation of your complaint within the Department.

What can I do next?

If you are not satisfied with the outcome of your complaint and the actions by the Department, you have the right to take your complaint to the Office of the Ombudsman. By law, the Ombudsman can investigate complaints about our administrative actions or procedures, as well as delays or inaction in our dealings with you.

The Ombudsman's services are free, impartial and independent.

Contact details for the Office of the Ombudsman:-

The best way to contact the Ombudsman is by:

- **Clicking on the 'Make A Complaint' link at www.ombudsman.ie**
- Or writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773
- Or calling the Ombudsman on 01 639 5600 if you have any queries or if you need help making your complaint.

Appendix 1

Offices associated with the Department of Business, Enterprise and Innovation

The Department has a number of Offices under its aegis. If you wish to make a complaint about the level of service provided by any of the following Offices, please contact them directly.

Area / Services	Phone	Website or Email
Companies Registration Office	01 804 5200 Lo-Call: 1890 220 226*	www.cro.ie info@cro.ie
Workplace Relations Information & Customer Service	059 917 8990 Lo-Call: 1890 80 80 90*	www.workplacerelations.ie
Labour Court	01 613 6666 Lo-Call: 1890 220 228*	info@labourcourt.ie
Office of the Director of Corporate Enforcement	01 858 5800 Lo-Call: 1890 315 015*	www.odce.ie info@odce.ie
Office of the Registrar of Friendly Societies	01 804 5499 Lo-call: 1890 220 225*	www.cro.ie/Registration/SocietyUnion
Patents Office	056 772 0111 Lo-call: 1890 220 223*	www.patentsoffice.ie patlib@patentsoffice.ie

*Note that the rates charged for the use of 1890 (Lo-Call) numbers may vary among different service providers. These rates can also be considerably higher from mobile network providers.

Agencies of the Department of Business, Enterprise and Innovation

The Department has a number of Agencies under its aegis. If you wish to make a complaint about the level of service provided by any of the following Agencies, please contact them directly.

Area / Services	Phone	Website or Email
Competition and Consumer Protection Commission	01 402 5500 Lo-Call: 1890 432 432*	www.ccpc.ie
Enterprise Ireland	01 727 2000	www.enterprise-ireland.com Client.Service@enterprise-ireland.com
Health & Safety Authority	Lo-Call: 1890 289 389*	www.hsa.ie wcu@hsa.ie
IDA Ireland	01 603 4000	www.idaireland.com idaireland@ida.ie
InterTrade Ireland	028 3083 4100 (048 from Ireland)	www.intertradeireland.com info@intertradeireland.com www.iaasa.ie
Irish Auditing And Accounting Supervisory Authority	045 983 600	info@iaasa.ie
Local Enterprise Office		www.localenterprise.ie
National Standards Authority of Ireland	01 807 3800	www.nsai.ie info@nsai.ie
Personal Injuries Assessment Board	Lo-Call: 1890 829 121*	www.injuriesboard.ie enquiries@injuriesboard.ie
Science Foundation Ireland	01 607 3200	www.sfi.ie info@sfi.ie

*Note that the rates charged for the use of 1890 (Lo-Call) numbers may vary among different service providers. These rates can also be considerably higher from mobile network providers.

Complaints Form

Name:	Contact Tel No:
Address:	Email address:

Please outline your complaint giving dates and copies of any documentation, where appropriate

Please provide the name of the unit/section, and if appropriate, the official(s) with whom you were dealing

Please explain what steps you have taken, together with dates, to resolve your complaint with the unit/section concerned

Please explain why you are dissatisfied with the response you have received

Signed: **Date:**

For further information, please contact:

Customer Service Unit
Department of Business, Enterprise and Innovation
23 Kildare Street
Dublin 2.
D02 TD30

Phone: (01) 631 2121
Email: customerservice@enterprise.gov.ie

Appendix 4

Complaints Review Form

Name:	Contact Tel No:
Address:	Email address:

Please explain why you are not satisfied with the response that you have received to date from us in relation to the steps we have taken to deal with your complaint

Please provide any additional background information that you feel may be of relevance

Signed: **Date:**

For further information, please contact

Customer Service Unit

Department of Business, Enterprise and Innovation,
Kildare Street, Dublin 2.

D02 TD30

Phone: (01) 631 2121 **Email:** customerservice@enterprise.gov.ie