



Office of Government Procurement Customer Complaints Policy

The Office of Government Procurement is committed to dealing effectively with any complaint you may have about our service. All complaints raised will be thoroughly and objectively investigated by the OGP. We will use the information we receive to improve our services where possible.

Complaints definition

For the purpose of this policy, a complaint is an expression of dissatisfaction by one or more members of the public or stakeholders (for example, public sector bodies, clients, suppliers, etc.) about our organisation's action or lack of action, or about the standard of service provided by or on behalf of the organisation.

Scope of Customer Complaints Policy

This policy refers to complaints relating to general customer service, (e.g. delay in responding, website complaints, poor service).

This policy does not deal with complaints regarding the conduct of, or decisions made within, a procurement process.

How to make a complaint to the OGP

If you are not satisfied with the outcome or you do not wish to try to resolve the issue informally, you may request for your complaint to be formally investigated. Complaints should be made to complaints@ogp.gov.ie providing information as outlined below.

What information should you provide?

You will help to speed up the investigation of your complaint by providing the following details:

- Your name, address and e-mail address.
- Exactly what you were dissatisfied with.
- The name of the OGP person or section you dealt with and on what dates.
- A daytime telephone number
- Your preferred method of communication

We will keep your details on file until your complaint has been closed. We will remove personal details from our complaints register when they are no longer required.

Our commitment when dealing with formal complaints

- We will acknowledge all complaints within three working days.



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- We will investigate all complaints and issue a final reply to your complaint within 15 working days. Where a final reply is not possible within this specified time frame, an interim reply will be given explaining why and advising when you should receive a final reply.
- All complaints will be treated promptly, fairly, impartially and in confidence.
- We will keep a separate record of complaints.
- We will ensure that making a complaint will not adversely affect your ongoing interactions with the OGP.

Can you appeal?

If you are not satisfied with the outcome of the investigation by the appropriate section within the OGP, the matter may be appealed to the Chief Executive Officer of the Office of Government Procurement (written correspondence only) who will appoint an appropriate person from within the OGP to investigate.

The deadlines for responding to appeals will be the same as those for formal complaints (outlined above).

Further information on how to appeal is available on our Website.

Nothing in this complaints procedure affects your statutory rights under Freedom of Information, Data Protection, or other relevant legislation.