



An Roinn Leanaí, Comhionannais,  
Míchumais, Lánpháirtíochta agus Óige  
Department of Children, Equality,  
Disability, Integration and Youth

# Department of Children, Equality, Disability, Integration and Youth

## Customer Complaints Procedure 2023

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# Customer Complaints Procedure

## Department of Children, Equality, Disability, Integration and Youth

### What is a complaint?

We define a complaint as an expression of dissatisfaction concerning the provision of a service or services by the Department, as laid out under the commitments in our Customer Charter.

### How to make a complaint?

- If you have a cause for complaint, it should be directed initially to the relevant unit of the Department. Our staff there will try to deal with the problem without delay or, if the complaint does not relate to a service provided by us, direct you to the appropriate body. If you do not know the name of the person in the unit to contact, or if you are unsure which body you should make your complaint to, our Customer Service Officer will be happy to advise you. (Contact details are in the Customer Charter in Appendix A)
- If the staff of the unit cannot resolve your complaint, or you are unhappy with their response, you can ask for the matter to be reviewed by a senior member of staff from that unit.
- If you are still unhappy with the response, you should make a formal complaint to the Customer Service Officer, who will investigate the complaint on your behalf.

You can make a complaint to the Customer Services Officer in writing or by e-mail.

### 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.
- The reason for your complaint or dissatisfaction.
- The name of the official or unit you dealt with.
- A daytime telephone number.

## **Our commitments when dealing with formal complaints**

We will acknowledge complaints within 5 working days and try to deal with them within 15 working days. If we need to carry out further investigations, we will let you know and will try to have this completed within 20 working days. We will maintain regular contact with complainants if we have not been able to address the matter with this timeframe.

- All complaints will be treated promptly, fairly, impartially and in confidence.
- We will keep records of complaints separate from other records.
- We will ensure that no complaint you have made in good faith will be used to your disadvantage in the future.
- We will endeavour to learn from mistakes to ensure that errors are not repeated.

## **Can you appeal?**

If you are not satisfied with the outcome of the investigation of a complaint, the matter may be appealed to the Appeals Officer. The deadlines for responding to appeals will be the same as those for formal complaints (outlined above).

### **Appeals Officer**

The Complaint Appeals Officer  
 Department of Children, Equality, Disability, Integration and Youth  
 Freepost F5055  
 Block 1, Miesian Plaza  
 50-58 Baggot Street Lower, Dublin 2, D02 XWI4  
 Email - [contact@equality.gov.ie](mailto:contact@equality.gov.ie)

If you are still not satisfied with the outcome, you can write to:

### **The Office of the Ombudsman**

18 Lower Leeson Street, Dublin 2  
 Email: [info@ombudsman.ie](mailto:info@ombudsman.ie)  
 Tel. (01) 639 5600 LoCall 1890 22 30 30