



Interim Customer Charter and Customer Service Action Plan

December 2023–May 2025



Introduction by the Secretary General.....	3
About the Department of Justice	6
The Department's Vision	6
The Department's Mission	6
The Department's five Strategic Goals	6
The Department of Justice Customer Charter 2023–2025	8
Communications.....	9
Disability Access Officer.....	10
Customer Service Action Plan 2023–2025.....	12
About our Customer Service Action Plan	12
1. Quality Service Standards	13
2. Equality and Diversity	14
3. Information and Privacy	17
4. Timeliness and Courtesy	20
5. Consultation and Feedback	21
6. Physical Access.....	23
7. Irish Language.....	24
8. Better Co-ordination.....	26
9. Internal Customers	28
Customer Complaints Procedure	29
Department of Justice contact details.....	37
Agencies under the Department of Justice	38



Introduction by the Secretary General



I am very pleased to present the Department's Customer Service Charter and Action Plan. It sets out the high standards of service that all our customers are entitled to expect from us. This interim plan will be in place until May 2025 and will provide valuable learning to help shape a full three-year plan.

In recent years, the Department has undergone large-scale reform and restructuring, the most comprehensive ever undertaken by a Government Department. The organisation and its staff have been deeply impacted by the pandemic. Blended working has been implemented, and the Department has successfully risen to the challenges of responding to the first war on the continent of Europe in a generation.

Through all these challenges, the Department's focus remains the same – putting the public good at the heart of everything we do. We want to keep improving how we deliver services to the public, positively living our organisational values of being open, collaborative and professional, and always building on the core Civil Service values of integrity, honesty and impartiality.



The pandemic provided us with an opportunity to examine the services we provide, assess their importance to those who need them, and consider how services can better be delivered. The changed and unfamiliar circumstances forced us to look at how we engage with our customers through a new lens, and made us view our work from different perspectives, most importantly by listening carefully to the perspective of the public we serve.

We will continue to deliver this engagement and draw on this experience for the three-year plan for 2025-2027 inclusive. During the timeframe of the interim Charter and Action Plan, we will continue to focus on our customers, finding new ways to listen to their voices, capture their experiences, and use that to identify ways we can improve our service.

The Department is committed to continually innovating to develop high-quality customer service. In preparing the three-year plan, we will monitor and measure how we are doing and how we can target actions to provide a quality service.

As a provider of a range of sensitive public services, we are keen to keep developing more effective ways to assess our customer-care performance objectively and critically. In this way, we can continuously monitor and measure ourselves against high standards and embed the lessons learned into the performance goals and day-to-day work of all our staff. We have already learned how to measure immigration customers' experience, satisfaction levels and capture their unique insights. This information has already driven practical improvements in how we deliver our services.

We recognise that our service delivery is not perfect and we do not always achieve the high standards we set for ourselves. A characteristic of successful, effective organisations is their willingness to confront their weaknesses, ask hard questions of themselves and use that to spur improvement.



In the interim plan, we have revised our complaints procedure to make it easier for our customers to provide feedback on all aspects of their engagement with the Department. We will monitor this revised procedure and the lessons we learn will inform how services are delivered in future.

The establishment of a dedicated Customer Insights and Service Design Unit will help us to monitor and evaluate progress on the plan.

Our aim is to work with our customers in developing the services they need to make sure that the voice of the customer is always valued, listened to and followed through on. We know we have a long way to go but we are committed to delivering this together.

Oonagh McPhillips

Secretary General



About the Department of Justice

The Department has overall responsibility for public policy and the administration of justice, national security, immigration and human rights issues. Our goal is to serve the State and the people of Ireland by:

- offering objective and evidence-informed advice to Government,
- responding to developments, and
- achieving Government objectives.

We work to serve our customers and stakeholders efficiently, equally and with respect, in a system that is open, transparent and accountable.

The Department's Vision

A safe, fair and inclusive Ireland.

The Department's Mission

Working for a safe, fair and inclusive Ireland.

The Department's five Strategic Goals

1. Tackle crime, strengthen national security.
2. Improve access to justice and modernise the courts system.
3. Strengthen community safety, reduce re-offending, support victims and combat domestic, sexual and gender-based violence.
4. Deliver a fair immigration system for a digital age.
5. Speed up innovation, digital transformation and climate action across the justice sector.



Our Values

After consulting with staff and senior management, we published a refreshed set of values in 2021. Our values are at the centre of our Customer Service Action Plan and Charter. They will inform the way we work with customers, stakeholders and staff.

Our values are to be:

Open

- We will be responsive and informative, communicating to make meaningful connections.
- We will exchange ideas and problem solve; communicating and sharing information proactively to build partnerships and to meet the needs and expectations of the public we serve.

Professional

- We will be impartial, accountable and ethical.
- We will do our work with compassion, integrity and pride, focused on objective analysis and informed decision-making for the public good.

Collaborative

- We will work together with others in trust and partnership.
- We will engage with people in a respectful, inclusive and meaningful way, valuing their perspectives and insights and finding shared solutions.



We are committed to the highest levels of professionalism and to making sure we provide an excellent service to our customers. We will do this by delivering high-quality and responsive services at all times, aware of the impact our services have on people's lives.

The Department of Justice

Customer Charter 2023–2025

The Customer Charter tells you about the levels of service and behaviour you can expect from us.

You can expect us to:

- Give you the best possible service and advice.
- Be fair, friendly and sensitive.
- Treat everyone equally across the nine grounds set out in equality law:
 - gender
 - race
 - marital status
 - disability
 - religion
 - age
 - sexual orientation
 - family status
 - membership of the Traveller community.
- Try our best to meet any special needs you may have.

We expect you to help us give a good service by:

- Having your reference number and correct information to hand when talking to us or visiting us
- Treating our staff with respect
- Giving us some feedback to help us improve our services
- Letting us know before you visit our offices if you have any special needs



Communications

Telephone

- Our aim is to answer all calls quickly.
- We will tell you our name and where we work.
- We will be polite and helpful, and do our best to give you clear and correct information.

Abusive behaviour on calls

Sometimes customers become upset or frustrated when speaking to us on the phone and this can lead to abusive behaviour. If this happens, we will ask the customer to stop the abusive behaviour so that we can continue the call. If the abusive behaviour continues, we will ask the customer to call back when things have calmed down and then end the call.

Letters and emails

- We will try to acknowledge all letters and emails within five working days.
- We will send you a final response within 20 working days. If we can't answer your query during this time, we will let you know when you can expect a final response.
- We will include a reference number in our emails and letters if they apply to your query.
- We will give our name and contact details in all letters and emails where appropriate.
- We will write all our emails and letters in a way so that they are easy to read and understand.

Personal callers – if you call to one of our offices

- We will greet you politely.
- We will be fair and helpful and deal with your enquiry as quickly as we can.
- We will protect your privacy.



- We will make sure our offices are accessible for customers with disabilities. (It would help us if you could tell us the kind of supports you might need before you arrive.)
- We ask you to first make an appointment if you need to speak to a particular member of staff. This is to make sure that they will be available to meet you when you visit.

Disability Access Officer

Our Access Officer is Seamus Callagy and he is responsible for providing, arranging and co-ordinating assistance for customers with disabilities who want to access our services.

If you have a disability, please contact the Access Officer if you have concerns about how to access our services. We would be glad to receive your feedback on what is working well or where we could improve services to make them more accessible.

Email: accessofficer@justice.ie

Telephone: 01 602 8202



Feedback

We welcome your feedback as a way to help us improve our services. We have a Customer Service Working Group and a Customer Insights Team which will use your feedback to improve customer services. You can make a difference for others by telling us about your experience, views and suggestions. You can contact us at customerservices@justice.ie.

Complaints

We have a complaints procedure if you want to complain about the standard of service we have provided. The system is easy to use. You can make the complaint online or you can ask staff for a paper copy of the complaints procedure.

Services in Irish

We have staff members throughout the Department who will be happy to provide a service through Irish. If you would like to conduct your business with us through Irish, we will do our best to make this happen.

Seirbhísí i nGaeilge

Tá baill foirne againn ar fud na Roinne a bheidh sásta seirbhís a chur ar fáil i nGaeilge. Más mian leat do ghnó a dhéanamh linn trí Ghaeilge, déanfaimid ár ndícheall a chinntiú go dtarlóidh sé sin.



Customer Service Action Plan 2023–2025

About our Customer Service Action Plan

This Customer Service Action Plan tells you what we will do to achieve the commitments set out in our Customer Charter. The action plan outlines the nature and quality of the service that customers can expect to receive from us. It is published in Irish and English on the Department's website at www.justice.ie

The 12 Principles of Quality Customer Service underpin our action plan, which sets out our commitments under these 10 key action areas:

- | | |
|-----------------------------------|---|
| 1. Quality Service Standards | Page: 13 |
| 2. Equality and Diversity | Page: 14 |
| 3. Information and Privacy | Page: 17 |
| 4. Timeliness and Courtesy | Page: 20 |
| 5. Consultation and Feedback | Page: 21 |
| 6. Physical Access | Page: 23 |
| 7. Irish language | Page: 24 |
| 8. Better Co-Ordination | Page: 26 |
| 9. Internal Customers [our staff] | Page: 28 |
| 10. Complaints Process | Page: 29 (Appendix 1) |

This action plan will change and evolve as we improve how we do things across the Department. Continuously improving customer service is at the heart of all our work.



1. Quality Service Standards

We will publish a Customer Charter to tell our customers about the type and quality of service they can expect from us. We will display the Charter in all our offices.

What we aim to do	How we will do it
Display the Customer Charter in our offices so that customers know what kind of service they can expect from us.	Write the Customer Charter in plain language and display it in all our offices.
Make the Customer Charter and Customer Service Action Plan available in all our offices for any customer who wants a copy.	Provide a paper copy of the Customer Charter and Customer Service Action Plan to any customer who asks for one.
Publish the Customer Charter and Customer Service Action Plan on our website.	Provide an accessible version of the Customer Charter and Customer Service Action Plan on our website.
Promote awareness of the 12 Principles of Quality Customer Service (QCS) to all staff.	All new staff will receive training on quality customer service. This training will be reinforced by the work of our Customer Insights Team and our Customer Services Working Group. This will make sure that the training provides value and meets our needs.



What we aim to do	How we will do it
	<p>We will make quality customer service information, including publications and presentations, available on the Department's internal webpages to help staff to deliver good customer service.</p> <p>The Customer Service Officer will bring issues raised by customers to the Customer Service Working Group for discussion, action and to use as learning opportunities.</p>

2. Equality and Diversity

We are committed to:

- creating a culture of respect for human rights and equality among staff and customers, and
- fulfilling our 'Public Sector Equality and Human Rights Duty' as set out in Section 42 of the Irish Human Rights and Equality Commission Act 2014. This Act requires public sector bodies to take into account in their day-to-day work the need to:
 - eliminate discrimination,
 - promote equality, and
 - protect human rights.



What we aim to do	How we will do it
Treat all customers equally.	<p>Make sure staff are aware of equality legislation and the duty to provide an equal service to all customers. We will do this through:</p> <ul style="list-style-type: none">• training our new staff, and• providing staff with updates when the law changes and other important updates happen. <p>Monitor our efforts against the commitments made in our Equality Diversity and Inclusion Strategy.</p>
Make sure information on our website is easy to access and understand. Provide information in other formats where possible, such as Braille or in other languages.	<p>Regularly review and update our website to make sure information is accessible, easy to understand, and written in plain language.</p> <p>Monitor feedback from customers.</p>
<p>Do our best to:</p> <ul style="list-style-type: none">• provide sign language and translator services where customers need them, and• use closed captions (subtitles) in all video messages.	<p>Provide a central contact point for staff to book sign language and translator services.</p> <p>Monitor the uptake and quality of the sign language and translator services we provide. Look at the type of situations and areas where customers ask for these services.</p> <p>Ask customers for feedback.</p>



What we aim to do	How we will do it
Support our Access Officer to help and guide customers with disabilities.	We have appointed a trained Access Officer and Access Team to respond to requests for help from customers. Raise staff awareness of the role of the Access Officer and Access Team through newsletter articles, internal communications on our internal website (portal) and by training new staff.
Continue to raise awareness of equality and diversity issues in the Department.	Promote staff training, publish newsletter articles and distribute portal (internal website) messages. Continue to support the work of the LGBTQI+ and other staff networks.
Consult with stakeholders when: <ul style="list-style-type: none">• planning new services, legislation and schemes, and• creating information and guidance for customers and staff.	Engage with stakeholders and customers to develop new and better ways to provide services.



3. Information and Privacy

We will respect your privacy and will not share information you give us in confidence with anyone else unless the law allows or requires it. We will try our best to provide clear, timely and correct information. We will make sure our publications and news are available on the Department's website.

What we aim to do	How we will do it
Give customers information that is clear, accurate and accessible to people with specific needs.	<p>Make sure application forms and information leaflets are written in plain language.</p> <p>Provide information in alternative formats or languages where possible.</p>
Use new and emerging technologies to improve how we deliver our services.	<p>Develop new ways of delivering services, for example online forms.</p> <p>Review the performance of both our chat bots. A chat bot is a robot who can chat to customers in a human-like way and answer questions on the service being provided.</p> <p>Our two chat bots are Tara (in Citizenship) and Erin (in the International Protection Office). We will check how they are performing and if they are improving customer experience.</p> <p>Our chat bots are available to customers 24 hours a day and 7 days a week.</p>



What we aim to do	How we will do it
Communicate effectively with customers on our website.	<p>Make sure that information on the website is up to date and easy to understand.</p> <p>Make sure our customers can find their way around our website with ease.</p> <p>Make sure the information on our website meets web publication guidelines for accessibility and that information is available in both Irish and English.</p> <p>Regularly review and improve communications with customers, including on social media channels.</p>
Continue to respond to Freedom of Information (FOI) requests received under the Freedom of Information Act 2014.	<p>Make sure that up-to-date and easy-to-understand information on how to make an FOI request is available on our website.</p> <p>You can find out how to make a Freedom of Information Request here How to make an FOI request.</p>
Continue to process Subject Access Requests (SARs) in line with the Data Protection Acts and the General Data Protection Regulation (GDPR).	<p>Deal with requests within one month unless we cannot verify your identity. If this happens, we will respond to your request once we have verified your identity.</p>



What we aim to do	How we will do it
(A SAR is when you, the subject, ask us for access to information we hold about you.)	You can find all the information you need to make a Subject Access Request through this link Subject Access Requests
Manage your personal data in line with GDPR principles.	Make sure your personal data is used in a way that is: <ul style="list-style-type: none">• fair, open and in line with the law,• collected only for specific, explicit and lawful reasons and not used for anything else,• accurate and kept up to date,• kept safe while we are using it,• kept only for as long as we need it to provide the service you need.



4. Timeliness and Courtesy

We will do our best to deliver a quality customer service with courtesy, sensitivity and as quickly as possible. We will treat all our customers with respect.

What we aim to do	How we will do it
Meet the standards set out in our Customer Charter when we: <ul style="list-style-type: none">• speak to our customers by phone or in person, and• write our letters and emails.	Ask for and encourage feedback from customers. Use surveys and workshops to understand our customers better. Review our customer feedback panels and create new panels where needed.
Continually review our performance.	Measure satisfaction rates and complaints against our customer service standards and commitments. Take the results into account when designing new services and improving existing services.
Identify areas where our response or resolution times are poor and develop solutions to deal with the problem.	Use technology and customer feedback to monitor our response times and take any action needed.



5. Consultation and Feedback

We will have meaningful consultations with customers about how we develop, deliver and review our services.

What we aim to do	How we will do it
Support the work of the Justice Customer Service Working Group (JCSWG) to promote best practice in the delivery of customer service in the Department.	<p>The JCSWG will meet regularly to discuss and share best practice in customer service.</p> <p>The JCSWG members will take part in the Department of Public Expenditure, National Development Plan Delivery and Reform's Quality Customer Service Network. They will do this to keep up to date on best practice and learn about new initiatives in customer service.</p>
Carry out a comprehensive Customer Satisfaction Survey.	Conduct a survey to find out about customer satisfaction levels, analyse and publish the results, and address any issues arising.
Invite customer comments and complaints and conduct surveys to get feedback on our service delivery standards.	<p>The Customer Service Officer will monitor customer feedback from surveys, complaints and other channels.</p> <p>Look for new ways to invite feedback from customers.</p>



What we aim to do	How we will do it
Continue to consult with customer representative groups.	Engage with customers and their representative groups, especially when designing new services and products. Review our list of representative groups regularly to make sure that everyone who wants to contribute can do so.
Continue to use our websites for public consultation and use new technologies to encourage people to take part in public consultations.	Post relevant and easy to understand information on our website about public consultations.



6. Physical Access

We provide clean, accessible public offices that meet occupational and safety standards. Our public offices will be accessible for people with disabilities and will cater for other specific access needs.

What we aim to do	How we will do it
Provide suitable access and facilities in our public offices for customers and staff, including staff and customers with specific needs.	Ask for feedback from staff and customers to make sure our public offices meet accessibility standards. Tell the Access Officer and Disability Liaison Officer when standards are not being met.
Make sure our offices are accessible to all, as far as is practical, including people with disabilities.	Make all our offices accessible. Arrange an independent audit (check) of our offices to make sure they are accessible.
Make sure our buildings and grounds comply with health, safety and welfare legislation.	Engage with the Department's Health and Safety Officer to ensure we meet the guidelines in the legislation.
Train enough staff in each area to carry out health, safety and welfare tasks.	Engage with the Department's Health and Safety Officer to ensure staff are properly trained.



7. Irish Language

We provide quality services through both Irish and English.

What we will do	How we will do it
Deal with customers in Irish who wish to be dealt with in Irish by the Department.	As far as possible, we will provide Irish speakers to deal with phone calls or personal callers who wish to conduct their business through Irish.
Publish an Irish version of the Department's public policy documents, including the Annual Report, Statement of Strategy, and so on.	Irish-language versions of all our major publications will be available on our website alongside the English-language version.
Provide translation services for our staff.	<p>We will use our in-house translation facility for written communications for staff who may need it. This will help to provide a timely response for our customers who wish to access services through Irish.</p> <p>We will use the Office of Public Procurement's Framework for Irish Translation Services to have translation companies on contract to support the Department's in-house translation facility.</p>



What we will do	How we will do it
Encourage our staff to attend Irish-language training courses and events as part of their career development.	<p>Make Irish-language training available to staff and encourage them to attend.</p> <p>Encourage staff to use Irish, in particular through our annual event in the Department to celebrate Irish Language Week.</p>



8. Better Co-ordination

We will continue to work in a co-ordinated way to develop and deliver our services both within the Department and through our inter-departmental networks. (Communication channels between government departments.)

What we will do	How we will do it
<p>Take part in inter-departmental and cross-governmental networks such as:</p> <ul style="list-style-type: none">• the Quality Customer (QCS) Network,• the Department of Public Expenditure, National Development Plan Delivery and Reform's Innovation Network, and• the Project Management Officers (PMO) Network.	<p>Share information on innovation and best practice in quality customer service with the Justice Customer Service Working Group and the wider Department.</p> <p>Promote lessons and successes from the Innovation Network and apply for innovation funding to support new projects across the Department.</p> <p>Apply lessons from the PMO Network to run projects, which will benefit both customers and staff.</p>
<p>Engage and communicate effectively with all Department-related agencies to make sure we work in a co-ordinated way to meet customers' needs.</p>	<p>Communicate and engage with all the agencies under the remit of the Department. These are listed in Appendix 3 on page 35 of this Customer Service Action Plan.</p>



What we will do	How we will do it
Support the work of the Department's Customer Service Working Group.	<p>The Justice Customer Service Working Group will meet at least quarterly (every three months) to discuss and share best practice in relation to customer service issues.</p> <p>This working group will report progress on customer service issues to the Management Board.</p>



9. Internal Customers

We will recognise staff as internal customers and we will support and consult with them on service delivery issues.

What we will do	How we will do it
Survey staff once every two years to see how well we are meeting their needs.	Carry out surveys and publish findings on the internal website (portal).
Develop an Internal Customer Charter.	Charter developed and brought to the attention of all staff.
Continue to encourage and support staff to work together.	Support the Innovation Network, Access Team and Justice Customer Service Working Group and encourage staff at all levels to take part.
Continue to develop the Department Portal, JustNews and Departmental information hubs.	Develop further the types, frequency and variety of content on our portal, JustNews and information hubs. This lets staff know about the work of the Department and allows them access to comprehensive and relevant information.
Provide training and transfer opportunities to support staff learning and development.	Encourage staff to take up training and attend seminars, which will support them in their work and personal development.



Appendix 1: Customer Complaints Procedure

This Customer Complaints Procedure sets out how you can make a complaint if you are not satisfied with the service you receive from us.

It is also helpful if you are making a complaint on behalf of another person.

It also notes how to make a complaint under the [Disability Act, 2005](#).

Finally, it notes how we will deal with unreasonable behaviour.

First step – contact the business area

If you believe that we did not meet the standard of service set out in our Customer Charter the first step is to contact the business area you were dealing with and explain the situation to them. They will try to help you. You can also ask for a senior member of staff from that area to look into the matter.

If you are not happy with the response you get, you can go on to make a complaint to the Customer Services Officer for that area who will investigate on your behalf. We have a **Customer Service Officer** in place to deal with complaints for each of the following business areas of the Department.

- Main Department
- Immigration Service Delivery (ISD)
- International Protection Office (IPO)

Before you make a complaint, please know there are certain things the Customer Service Officer **cannot deal with. For example:**

- **Administrative or Regulatory Decisions taken by the Department**, for example the refusal of a visa application. In some areas there may be a right to appeal a decision and if this is the case the decision letter you receive will tell you how to make an appeal.



- **A complaint about something that is the subject of legal proceedings or the threat of legal proceedings**
- **Complaints about one of the Department's agencies.** Each agency has its own system for dealing with complaints. Contact details for the agencies have been listed for you in [Appendix 3](#) of this document.
- **Complaints involving unreasonable behaviour by a customer.** This could be where a customer is behaving in a way that is abusive, offensive or threatening. It could also be due to how often a customer contacts the Department if they are taking up too much staff time and resources.

How do I make a complaint?

You can make a complaint for the Main Department by filling out our [Customer complaint form](#). If you need assistance with the form, you can contact our [Access Officer](#). Their contact details are on page 10.

For complaints to Immigration Service Delivery (ISD) click [here](#).

For complaints to the International Protection Office (IPO) click [here](#).

On the complaints form we ask you to:

- Tell us your name, address or email address, and telephone number.
- Explain what happened and why you weren't happy with our service.
- Tell us the date, the name of the office and the people you were dealing with, and as much as you can remember about what happened.
- Tell us what you would like us to do to make things better.
- Let us know how you would like us to contact you.



You can email your complaint form or send it by post to the Customer Services Officer for the area where you are making a complaint. The contact details for each one area as follows:

Main Department

For complaints to Main Department by email contact

customerservices@justice.ie

Or send by post to:

Customer Service Officer
Information Access Unit
Department of Justice and Equality
51 St Stephen's Green
Dublin 2
D02 HK52

Immigration Service Delivery – ISD

For complaints to Immigration Service Delivery (ISD) by email

contact ISDCustomercomplaints@justice.ie

Or send by post to:

Customer Service Officer
Immigration Service Delivery
13/14 Burgh Quay
Dublin 2
D02 XK70

International Protection Office – IPO

For complaints to the International Protection Office (IPO) by email

contact info@ipo.gov.ie

Or send by post to:

Customer Service Officer
International Protection Office
79/83 Mount Street Lower



Dublin 2

D02 ND99

Next steps for us after we receive complaints

- We will let you know within 5 working days that we have received your complaint.
- We will ask the Customer Service Representative for the area involved to investigate the matter.
- The Customer Service Representative will look into the matter and explain to the Customer Service Officer what happened and suggest how the problem can be solved.
- When the investigation is finished, we will send you a full response. We aim to respond to you within 20 working days from when we acknowledge your complaint. If we cannot reply to your complaint within 20 days, we will write and tell you when you can expect to get a reply.

Things to note about complaints

- We will learn from our mistakes and try not to repeat them.
- We will keep records of complaints separate from other records to ensure they are handled independently.
- We will make sure that a complaint you make in good faith will never be used against you.
- This complaints procedure does not affect your legal rights under Freedom of Information, data protection, or other relevant legislation. This means you can ask us for information we hold about you and honour other legal rights you have.



•

If you making a complaint on behalf of someone else

If you are making a complaint on behalf of someone else which will involve us disclosing (giving) personal information to you about them, we will need a signed letter of consent from the person. You can use this draft [consent letter](#) if you wish.

You will need to:

- 1) Fill out the [Customer complaint form](#) on behalf of the person.
- 2) Fill out the blank parts of the consent letter and get the person you are helping to sign it.

It is a good idea to keep a copy of your complaints form.

If you are not happy with our response

What can I do if my complaint has been investigated but I am not happy with the response?

If you are not happy with how we investigated your complaint, you can make a complaint to the Office of the Ombudsman, who is independent from the Department.

Things to note about complaints to the Ombudsman

The Ombudsman will expect you to give us a chance to put things right before you contact their office. If you have not already made a complaint to the Department, then it is very likely that the Ombudsman will ask you to do so before they will accept your complaint.



However, there are also some types of complaints that the Ombudsman **can't** examine, including complaints about such as:

- Job applications
- Decisions relating to immigration or naturalisation
- How prisons are run

You can read the full list of complaints it can't deal with on the Ombudsman website.

<https://www.ombudsman.ie/making-a-complaint/what-we-can-investigate/>

You can find more details on how to make a complaint to the Ombudsman and an online complaints form on <https://www.ombudsman.ie/>. You can also contact the Ombudsman at the following address or phone number:

Office of the Ombudsman
6 Earlsfort Terrace
Dublin 2
D02 W773
Phone: +353 1 639 5600

Making a complaint under the Disability Act

How do I make a complaint under the [Disability Act 2005](#)?

You or someone acting on your behalf (once they can prove this), can make a complaint under the Disability Act.

- A complaint must be made in writing, which can include email. See email and postal address below.
- The written complaint must:
 1. state that the complaint is being made under Section 38 of the Disability Act 2005;
 2. include all the contact details for whoever is making the complaint.



3. clearly set out how the Department has failed to provide access to its public buildings, services, or information.

You can complain under this Act by email to
secretarygeneral@justice.ie

Or, by post to:

The Secretary General
Department of Justice
51 St. Stephen's Green
Dublin 2
D02 HK52

You can find further details on how to make a complaint under the Disability Act on our [website](#) or by contacting our [Access Officer](#).

Unreasonable Customer conduct and complaints

When making a complaint most customers will act politely and behave in a reasonable manner. However, we understand that there are times when customers might be stressed while making a complaint and this can affect how they interact with us.

However, we do not expect our staff to tolerate behaviour by customers that is abusive, offensive or threatening. We also don't expect staff to have to tolerate unreasonably frequent contact about an issue that is taking up too much their time and resources.



We will treat customers who display these types of unreasonable behaviour in the same way as the Ombudsman's Office. You can read about their response from this link:

<https://www.ombudsman.ie/customer-service-charter/UCConductPolicy.pdf>

Final note

We hope you found this procedure helpful. We appreciate you contacting us to tell us when you want to make a complaint. We try and resolve complaints quickly and to always improve our service to you.



Appendix 2: Department of Justice contact details

Our contact details may change. Please check www.justice.ie for an up-to-date listing.

Area or Services	Address	Phone	Website
Department of Justice Head Office	51 St. Stephen's Green Dublin 2 D02 HK52	+353 1 602 8202 LoCall 1890 221 227 (calls within Ireland)	www.justice.ie
Financial Shared Services	Department of Justice, Deerpark Road, Killarney, Co. Kerry, V93 KH28	+353 64 667 0300 Fax: +353 64 663 4433	www.justice.ie
Immigration Services	Department of Justice, 13/14 Burgh Quay, Dublin 2, D02 XK70	+353 1 616 7700 LoCall 1890 551 500 (calls within Ireland)	www.irishimmigration.ie



Appendix 3: Agencies under the Department of Justice

Criminal Justice

Organisation	Web address
An Garda Síochána	https://garda.ie/en/
Garda Síochána Ombudsman Commission	https://www.gardaombudsman.ie/
Garda Inspectorate	https://www.gsinsp.ie/
Policing Authority	https://www.policingauthority.ie/en
Irish Prison Service	https://www.irishprisons.ie/
Office of the Inspector of Prisons	https://www.oip.ie/
The Probation Service	http://www.probation.ie/
Parole Board	https://www.gov.ie/en/organisation/parole-board/
Criminal Injuries Compensation Tribunal	https://www.gov.ie/en/publication/684e8-what-the-criminal-injuries-compensation-tribunal-does/
Criminal Assets Bureau	https://www.cab.ie/
Mental Health (Criminal Law) Review Board	https://www.mhclrb.ie/
Forensic Science Ireland	https://forensicscience.ie/
Office of the State Pathologist	https://www.gov.ie/en/publication/20e64-office-of-the-state-pathologist/
Private Security Authority	https://www.psa-gov.ie/
Private Security Appeals Board	https://www.psa-gov.ie/the-private-security-appeal-board/



Civil Justice

Organisation	Web address
Courts Service	https://www.courts.ie/
Dublin District Coroners Court	https://www.dublincoronerscourt.ie/
Legal Aid Board	https://www.legalaidboard.ie/
Legal Services Regulatory Authority	https://www.lsr.a.ie/
Judicial Council	https://judicialcouncil.ie/
Judicial Appointments Advisory Board	http://www.jaab.ie/
Insolvency Service of Ireland	https://www.gov.ie/en/organisation/32f6d-insolvency-service-of-ireland
International Protection Appeals Tribunal	https://www.protectionappeals.ie/
Data Protection Commission	https://www.dataprotection.ie/
Property Services Regulatory Authority	https://www.psr.ie/
Property Services Appeals Board	https://www.psab.ie/
Irish Film Classification Office	https://www.ifco.ie/
Censorship of Publications Board	https://www.gov.ie/en/policy-information/09d62-censorshipclassification/#
Censorship of Publications Appeals Board	https://foi.gov.ie/en/foi_units/censorship-of-publications-board/