

## **DEALING WITH CUSTOMER COMPLAINTS IN RELATION TO ACCESSIBILITY - DISABILITY ACT 2005**

We aim to provide an excellent quality service to all our customers. If, for whatever reason, you are unhappy with any aspect of the service you receive from us, we urge you to bring this to the attention of the unit or staff member concerned. This is important as it ensures that we are aware of the problem and can take the appropriate steps to resolve it.

If the complaint cannot be dealt with immediately we will issue a response to you within seven working days of receipt of the complaint. If this deadline cannot be met we will inform you of progress in dealing with your complaint and provide you with an expected completion date.

If you are unhappy with the response you may refer your complaint to the Complaints/Inquiry Officer who will respond within seven working days.

Should you still be unhappy after receiving the reply from the Complaints/Inquiry Officer, you should make direct contact with the Complaints/Inquiry Officer again to discuss what action might be taken to ensure that the matter can be resolved.

A report on your complaint and the measure being put in place to address any issues you raised will be sent to the CEO as part of this process.

Customers may at any stage take their complaint to the Ombudsman. The Office of the Ombudsman is an independent agency established to investigate complaints from the public who are dissatisfied with the service they have received from a public sector organisation.

The Complaints/Inquiry Officer (Colm Dorgan) can be contacted at [customerfeedback@publicjobs.ie](mailto:customerfeedback@publicjobs.ie) or 01 8587702.