

Civil Defence College



Complaints and Appeals Customer Charter

Policy No. 8 (2022)

Complains and Appeals under the Customer Charter.

Contact Details

For further information, please contact;

College Principal

Civil Defence College

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Complaints and Appeals Procedure under the Customer Charter

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If you are not satisfied with the service we provide or a decision we have made you should let us know and we will deal with the matter promptly, impartially and in confidence. The following sets out the department's code of practice:

What issues are covered?

This procedure concerns complaints or appeals relating to delays, mistakes, instances where you did not receive the level of service you feel you are entitled to and decisions with which you are dissatisfied.

What issues are not covered?

This code does not apply to the following:

- matters which are the subject of the Defence Forces Redress of Wrongs procedure
- matters which are the subject of litigation
- matters involving Freedom of Information (FOI) and Access to Information on the Environment (AIE) requests
- matters referred to the Ombudsman, the Pensions Ombudsman or the Information Commissioner
- certain matters relating to national security

How to make a complaint or an appeal

In the first instance, the matter should be brought to the attention of our staff in the Branch concerned either orally or in writing. The staff there will try to resolve the matter without delay.

If the matter cannot be resolved by our staff or you are unhappy with the response to it, you can ask for the matter to be reconsidered by a higher level officer within that Branch.

In the event that you are still unhappy with the response you may seek an independent review by contacting the Customer Service Officers at the address below:

Customer Service Officers

Address:

Customer Service, Station Road , Newbridge , W12 AD93

Website:

www.gov.ie/defence

Email:

customer@defence.ie

Phone number:

[+ 353 \(45\) 452114](tel:+35345452114)

Ombudsman - Complaints Service

If you feel you have been unfairly treated or are not satisfied with our decision on your complaints it is open to you to contact 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 your dealings with us. The Ombudsman provides a free, impartial and independent dispute resolution service. You can visit the website of the Ombudsman at www.ombudsman.ie.

Contact details for their office are:

Office of the Ombudsman

Address:

6 Earlsfort Terrace , Dublin 2 , D02 W773

Email:

ombudsman@ombudsman.ie

Phone number:

[+353 \(1\) 639 5600](tel:+35316395600)

[1890 22 30 30](tel:1890223030)

Fax: + 353 (1) 639 5674



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