

Department of Public Expenditure and Reform

Customer Complaints Procedure

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.

The following procedure applies to all areas in the Department of Public Expenditure and Reform with the exception of the National Shared Services Office which has its own separate procedures.

How to make a complaint?

- If you have a cause for complaint, it should be directed initially to the relevant section 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 section to contact, or if you are unsure which body you should make your complaint to, our Customer Service Officer, Ms. Helen Codd, will be happy to advise you.
- If the staff of the section 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 section.
- 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 in person, by phone or fax, in writing or by e-mail.

Department Address	Department of Public Expenditure and Reform, Government Buildings, Upper Merrion Street, Dublin 2.
Telephone/Fax Number	(01) 6767571 (Main Switchboard) 1890 66 10 10 (Lo-call) Rates charged for the use of Lo-Call numbers may vary among different service providers. (01) 6789936 (Fax)
Department e-mail address	webmasterper@per.gov.ie

Quality Customer Service Officer, Ms Helen Codd	(01) 604 5388 (Telephone) (01) 604 5865 (Fax) helen.codd@per.gov.ie
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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 official or section you dealt with.
- A daytime telephone number.

Departments Commitments when dealing with Formal Complaints

- We will acknowledge all complaints within 3 working days.
- We will investigate all complaints and issue a reply to your complaint within 15 working days or, where this is not possible, an interim reply will issue explaining the position and advising when a substantive response will issue.
- 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 by the Customer Service Officer, the matter may be appealed to the Chief Operating Officer. The deadlines for responding to appeals will be the same as those for formal complaints (outlined above).

Chief Operating Officer, Mr. Dermot Nolan	Department of Public Expenditure and Reform, Government Buildings, Upper Merrion Street, Dublin 2.
Telephone	(01) 631 8079
e-mail	dermot.nolan@per.gov.ie

If the matter is still not resolved?

If you are not satisfied with the outcome of your appeal, you have a right to appeal to the Office of the Ombudsman. The Ombudsman is completely independent of the Government and the service is free. Nothing in this complaints procedure affects your statutory rights under Freedom of Information, Data Protection, or other relevant legislation.

Address	Office of the Ombudsman, 18 Lower Leeson Street, Dublin 2.
Telephone/Fax Number	(01) 639 5600 1890 223 030 (Lo-call) (01) 639 5674 (Fax)
e-mail	ombudsman@ombudsman.ie