

Complaints Procedures under Disability Act, 2005

Introduction

Any individual can make a complaint if they believe that Pobal has not complied with sections 25, 26, 27 or 28 of the Disability Act, 2005. A complaint can be made in person, by telephone or in writing by letter, fax or e-mail. The complaint should be made to the Access Officer at

Access Officer
Human Resources
Pobal
First Floor
Holbrook House
Holles St
Dublin 2
Tel: +353 (0)1 511 7207
email: accessofficer@pobal.ie

Procedure

The Access Officer will firstly screen the complaint to establish if it relates to an alleged failure by Pobal to comply with sections 25, 26, 27 or 28 of the Disability Act, 2005. However, if this is not the case, the complainant will be advised of alternative avenues to pursue their complaint.

The Access Officer will maintain an electronic and paper file for any complaint received and will acknowledge receipt of the complaint as soon as possible but no later than 5 working days following its receipt.

All complaints will be logged and the complainant will be informed of the contact details of the Access Officer and referred to these procedures.

The Access Officer may request further details/information from the complainant and, if deemed necessary, the Access Officer will consult with all relevant parties/Units regarding this. Information requested from the complainant should be supplied to the Access Officer within a maximum of two weeks of from the date of request. In the absence of a response, written reminders or telephone reminders will be made as judged appropriate. In the absence of receipt of a response from the complainant the Access Officer will still proceed with the investigation.

Interviews

In the course of the investigation it may be necessary to interview the complainant or a Pobal staff members e.g. to discuss questions of interpretation or to elicit information. A record of this will be maintained. At the end of each interview, a check will be carried out to ensure that the account contained in the notes is accurate.

All of these interviews will be arranged in advance and all Pobal staff members are obliged to co-operate fully with the Access Officer's investigation.

Examination of Case and Report

The Access Officer will examine all information received and record findings. Where a failure is identified, he/she will outline the steps to be taken to ensure future compliance.

The Access Officer will prepare a written report of the results of the investigation setting out his/her findings together with a determination in relation to:-

- whether there has been a failure by the organisation to comply with the relevant provision of the Disability Act, and
- if they conclude there has been such a failure, the steps required to be taken by the organisation to comply with the relevant provision of the Act.

This will be completed within 20 working days from the date of receipt of the complaint where possible, or as soon as possible in instances where information/data is not readily available.

Notification of Decision

A summary of the findings and decision of the report will be given to the complainant and the Executive Director of Corporate Services.

The complainant will be advised of his or her right of appeal to the Ombudsman at the Office of the Ombudsman, 18 Lower Leeson Street, Dublin 2.

If the determination of the Access Officer is that Pobal has failed to comply with a provision of the Act, the CEO will be informed and the report will outline both the steps required for compliance and a timeline for completing this.

Closing a Complaint

Once the complainant has been furnished with the findings of the report and been notified of the decision, the complaint file may be closed. The electronic and paper file will record the result, date file closed and any other relevant details. The file will be retained in accordance with Pobal's records retention policies

Publication of this Complaints Procedure

This Procedure is available on Pobal's website and on request.