



POBAL COMPLAINTS POLICY

2020

COMPLAINTS POLICY

Pobal views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our Commitment to you

Our policy is to:

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- Make sure all complaints are investigated fairly, promptly and in confidence;
- Handle all complaint information sensitively, telling only those who need to know; following any relevant data protection requirements;
- Gather information which helps us to improve what we do;
- Learn from complaints and use them to review and improve our service.



What is a complaint?

A complaint is any expression of dissatisfaction about any aspect of the service we provide and can include:

- When we do not deliver a satisfactory service
- When we give you the wrong information
- When you have a problem with a member of staff

Please note that Pobal is unable to interfere with any matter which has been or is the subject of court proceedings.



How to make a complaint

By email or in writing, via post.

Email: complaints@pobal.ie

Writing: Complaints Coordinator, Pobal, 2nd Floor Ormond Building, Ormond Quay, Dublin 7, D07 N5YH



Response Times

Your complaint will be acknowledged by the person handling the complaint within 10 working days.

A definitive reply will normally be sent to you within 20 working days.

If there is a delay in responding we will keep you informed of our progress.



Review

If you are unhappy with the response, you may ask for a review by a more senior person at Pobal by emailing or writing to the Complaints Coordinator:

Email: complaints@pobal.ie

Address: Complaints Coordinator, Pobal, 2nd Floor, Ormond Building,
31-36 Upr Ormond Quay, Dublin D07 N5YH

Response time will normally be within 20 working days.

If this is not possible, because for example an investigation has not been fully completed, a progress report will be sent with an indication as to when a full reply will be given.



Appeal

If you are still unhappy with the response, you may contact the Ombudsman as follows:

Office of the Ombudsman
6 Earlsfort Terrace,
Dublin 2,
D02 W773.

Telephone: +353 1 639 5600

LoCall: 1890 22 30 30 (charges may vary)

Email: info@ombudsman.ie

Website: www.ombudsman.ie



OTHER COMPLAINTS

Pobal deals with specific complaints in different ways.

Examples of types of complaints are:

Complaints about Grantees in contract with Pobal

Complaints relating to alleged financial irregularities received by Pobal about a grantee in contract with or supported by Pobal will be dealt with on a case by case basis.



Where Pobal receives complaints about a grantee in contract with or supported by it which relate to alleged non-financial irregularities, we will refer the complaint to the appropriate government agency for consideration by it.

Anonymous Complaints

All anonymous complaints, will be recorded and brought to the attention of the relevant line manager for a decision as to whether quality improvements are required on the basis of the complaint. Anonymous complaints will not normally be investigated.

