

Agriculture Appeals Office

Customer Service Complaints Procedure

This Customer Service Complaints Procedure describes the complaints procedure our customers can expect from the Agriculture Appeals Office, which includes the administrative and secretariat support to the Forestry Appeals Committee (FAC).

- We will acknowledge customer service complaints and provide a substantive response, insofar as possible, within the prescribed timelines which are as follows:
- Complaints will be logged on receipt and acknowledged within 5 working days.
- A substantive response will be issued insofar as possible within 20 working days.
- Where it is not possible to provide a substantive response within the prescribed timeline, you will be kept informed of progress and advised of any additional time required and the reasons for any delay.
- We will judge all complaints on their merits and facts.
- We will manage complaints in a way that is fair, non-recriminatory, respectful and impartial.
- If we make a mistake or fail to deliver a quality service, we will apologise and try to rectify the situation without delay.
- We will learn from complaints and take appropriate remedial action where required.

Our Customer Service Complaints Procedure

There are three steps in the customer service complaints process:

1. Complaints should first be directed to the Complaints Officer within the Agriculture Appeals Office.
2. If the complainant is dissatisfied with the response received from the Complaints Officer, a review can be requested from a more Senior Officer who will examine any **customer service aspect** of the complaint.
3. If the complainant remains dissatisfied after steps 1 and 2 above, it is open to the complainant to contact the Office of the Ombudsman. The Office of the Ombudsman examines complaints from people who feel they have been unfairly treated by certain public bodies, for example, Government Departments. They can be contacted at:

Address: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773. Phone: +353-1-639

5600 Lo-call: 1890 223030 Complaints email: complaints@ombudsman.ie Website:

<https://www.ombudsman.ie>

Complaints should be made in writing by letter or by email. In cases where this is not possible, complaints may be made by telephone or in person.

Data Protection

We are committed to meeting our obligations under Data Protection legislation. Therefore:

- If your complaint involves personal information, you must provide proof of your identity (e.g. **copy** of Driver's Licence or Passport).
- If you are acting on behalf of another person you will not be given access to personal information of that person unless you provide the Agriculture Appeals Office with the signed expressed consent and a copy of a state signed ID of that person (e.g. **copy** of Driver's Licence or Passport).

Contact Information

Complaints Officer: Mr Michael Ryan

Email: appeals@agriappeals.gov.ie

Postal Address: Agriculture Appeals Office, Kilminchy Court, Portlaoise Co. Laois, R32 DTWS

Tel no: (057) 8631900

Clarification

Complaints concerning the Chairperson, Deputy Chairperson and ordinary members of the Forestry Appeals Committee are a matter for the Department of Agriculture, Food and the Marine.