

Customer Complaints Procedure

Our Commitment

The Probation Service is committed to promoting quality and openness in the delivery of our services to our customers. While we aim to meet these standards at all times we recognise that mistakes or delays can occur. If you are not satisfied with the standard of service you receive your complaint will be dealt with thoroughly, fairly and promptly.

What issues are covered by the complaints procedure?

Our complaints procedure covers:

- level and standard of service
- delays
- poor customer service.

Our complaints procedure does not cover decisions in relation to your Court case

How do I make a complaint?

It is the goal of the Probation Service to resolve complaints at the first point of contact. If we cannot do this your complaint will be examined at an appropriate higher level.

You may make a complaint in either of the following ways:

- in person at any of our offices,
- by phone at 01 8173600
- by completing the attached form
- by letter
- by accessing our website at www.probation.ie.

Please note that we require the following information to deal with your complaint:

- Your name, address and e-mail address (if you have one)
- The aspects of our service you are not satisfied with
- The name of staff member/s you dealt with
- A daytime telephone number which you would be happy for us to contact you

You must make your complaint within six months of the event.

What will you do with my complaint?

When we receive your complaint we will:

- Send you an acknowledgement within 5 working days
- Forward your complaint promptly to the appropriate person
- Manage your complaint promptly, fairly and in confidence
- Send you a reply within 15 working days of receipt of the complaint. If this is not possible, we will update you on the progress of your complaint
- Try to learn from our mistakes to ensure that errors are rectified

Can I appeal the decision?

You have the right to appeal the decision in relation to the complaint. However, you must ask for the review within 14 working days from the date of the reply. You should quote your complaint reference number which you will find on the letter from us and include an accompanying letter of appeal.

If you need any assistance, please contact the Customer Service Officer, The Probation Service, Haymarket, Dublin 7 who will make every effort to assist you.

You may complete the Complaint Form in the language which is most convenient for you.

Seirbhís tri Ghaeilge

Tabharfaimid gealltanas go ndéanfaimis gach iarracht déileáil le aon gearán as gaeilge ma iarrtar.

Note: Nothing in this complaint procedure affects your statutory rights under Freedom of Information, Data Protection or other relevant legislation.

Complaints Form

Ref. No. _____ (for official use)

Name:

Address:

A daytime telephone number (if you have one) if you would be happy to be contacted by phone.

Email address (if you have one):

Please tell us about your complaint. Give as much detail as you can. You may use additional pages if you need to.

