



An Chomhairle Oidhreachta
The Heritage Council

Customer Complaints Procedure

Our Commitment

We are committed to delivering the highest possible quality of service to all our customers, clients and partners.

If you are not satisfied with the standard of service you receive, or if you feel improvements could be made, please let us know. We will acknowledge your complaint or comments within 5 working days and aim to send you a full reply within 21 working days.

A copy of the Heritage Council Customer Charter is on our website ([here](#)).

What issues are dealt with by the Complaints Procedure?

If you wish to complain about the quality of customer service provided by the Heritage Council, you can submit a complaint under this Procedures.

This procedure is in place to rectify issues such as mistakes, delays, or poor customer service. If you are dissatisfied with the service you receive, please let us know as soon as possible.

For written complaints, the **Customer Comments and Complaints Form (Page 4)** should be used. The completed Customer Comments and Complaints Form should be posted to Corporate Services Officer, Church Ln, Gardens, Kilkenny, R95 X264. You may also e-mail your complaint to mail@heritagecouncil.ie.

For appeals to Grant Decisions, please refer to the Grants Appeals Process available on our website ([here](#)).

For complains in relation to the Heritage Council Heritage in School programme refer to the Complaints procedure outlined in the Heritage in Schools Scheme Policies document ([here](#)).

How do I make a complaint?

You can make a complaint by contacting the Corporate Services Officer:

- In person at our offices.
- By post: Corporate Services Officer, Church Ln, Gardens, Kilkenny, R95 X264
- By phone: 056 777 0777
- By email: mail@heritagecouncil.ie

What to include in the complaint:

Include as many details as you can about your complaint including the name of the person or Section and the date on which the incident occurred. Tell us why you believe a particular service standard was breached. You may include any other relevant background information to help us deal with your complaint.

If you need further help on making a complaint to us you can contact our Corporate Services Officer by email Corporate Services Officer at mail@heritagecouncil.ie

What happens when I make a complaint?

- When the Corporate Services Officer receives your complaint, we will record it and send you an acknowledgement within 5 working days. We will also send you a copy of our Complaint Procedure.
- We will then assign your complaint to a staff member in the appropriate Section who will process your complaint and aim to resolve it promptly and fairly.
- We will aim to send you a full reply within 21 working days.

What if I am not satisfied?

- If you are not happy with the Heritage Council's response, our Corporate Services Officer will tell you how to seek a review.
- This will include filling out a Complaints Review Form, which the Customer Services Officer will send you. We ask you why you are not satisfied with the response that you have received to date. You may include any other relevant background information.
- You must seek this review within 14 working days of the notification date on the response you received from the Corporate Services Officer.
- The Corporate Services Officer will acknowledge your Complaints Review request within 5 working days.
- We will assign a new officer to deal with your request for review. A different officer from the one who dealt with your original complaint will carry out the review.
- We aim to send you a full reply within 14 working days. If this deadline cannot be met, you will receive an explanation that will inform you when you can expect a full response.

What if I am still not satisfied with the outcome of the Complaints Review?

If you are still not satisfied with the Office's response, you have the right to take your complaint to the Office of the Ombudsman. By law, the Ombudsman can investigate complaints about any of our administrative actions or procedures, as well as delays or inaction in our dealings with you.

The Ombudsman's services are free, impartial and independent.

Office of the Ombudsman LoCall: 1890 22 30 30
18 Lower Leeson Street Dublin Phone: (01) 639 5600
2

Email:
ombudsman@ombudsman.gov.ie **Web:**
www.ombudsman.gov.ie

Customer Comments and Complaints Form

Your Contact Details

Name:	
Address:	
Email address:	
Telephone number:	

Complaint Details

In case of a complaint, please give (a) the date of the incident: (b) the name (s) of the Official involved:	
Your Comment or Complaint. If a complaint, please outline the circumstances giving dates and copies of any documentation, where appropriate	
Please explain what steps you have taken, together with dates, to resolve your complaint with the Section concerned	
Please explain why you are dissatisfied with the response you have received to date	