

DELIVERING QUALITY CUSTOMER SERVICE

Biúró an Ombudsman um
Sheirbhísí Airgeadais



Financial Services
Ombudsman

Handling Complaints About Our Own Services

This is an information leaflet. It is not intended to be a legally binding document, nor is it an interpretation of legislation.

Published by: The Financial Services Ombudsman's Bureau
3rd Floor,
Lincoln House,
Lincoln Place,
Dublin 2.
Website: www.financialombudsman.ie

Comments and Complaints

The Financial Services Ombudsman's Bureau is committed to providing a high quality and professional service to all users of the Bureau.

We aim to provide an efficient and courteous service. **We welcome suggestions which will help us to respond to the needs of our customers and to improve the service we deliver.**

Customer Charter

The Customer Charter outlines the standards of service you can expect in your dealings with us.

The Customer Complaints Procedure

Overleaf you will find details of the manner in which we will address your concerns if you are not happy with the service you receive from us.

Customer Charter – Key Principles

Quality Service Standards

We are committed to delivering the best possible service to our customers, and to adhere to the Principles of Quality Customer Service endorsed by the Government for the Public Service.

Courtesy and Timeliness

You are at all times entitled to be served with courtesy, sensitivity and the minimum delay.

Equality and Diversity

We will deal with you in a fair and open manner irrespective of race, gender, socio-economic status, language, disability and/or other social attributes.

Physical Access

We will seek to ensure that the Bureau facilities are safe, accessible and convenient to use. We will develop a structured programme to provide quality physical access for people with disabilities.

Information

We will provide information that is clear, timely and accurate.

Complaints and Appeals

You may make a complaint if our service falls short of what you consider acceptable.

All complaints will be dealt with promptly and in an objective and courteous manner.

Making a Complaint

- If you are not satisfied with the service you receive from the Financial Services Ombudsman's Bureau you should **make your complaint as soon as possible**.
- You can do this by writing to **Patricia Heffernan, HR Department, at the address above**. Where possible she will try to rectify the situation without delay.
- If you do not obtain a satisfactory result, or if for any reason you would prefer not to complain at the time, you should make your complaint in writing using the form attached.
- Written complaints will be investigated fairly and impartially.

All written complaints will be logged and receipt will be acknowledged within 5 working days.

All written complaints will be investigated by an official who was not involved in the matter giving rise to the complaint.

Where the complaint relates solely to the actions of the Financial Services Ombudsman's Bureau, a substantive reply will normally be sent to you within 20 working days.

Where it is necessary to consult others, or if the complexity of the matter requires more time, a revised response time and a progress report will be issued.

Please Note: The above Complaints Procedure deals with complaints about the level of service from a staff member and is separate and distinct from the processing of a complaint under the Central Bank and Financial Services Authority of Ireland Act 2004.

FINACIAL SERVICES OMBUDSMAN
An Ombudsman um Sheirbhisi Airgeadais

COMPLAINT FORM

Please complete all sections of this form using block letters

Your Details:

Name

Address

Daytime telephone number:

Date of incident:

Location of office:

Name of individual with whom you dealt with:

Details of the complaint:

Date:

Send this form to: **The Financial Services Ombudsman's Bureau, 3rd Floor, Lincoln House,
Lincoln Place, Dublin 2. Email: enquiries@financialombudsman.ie**