

IDA Ireland

Complaints Procedure

IDA Complaints Procedure

IDA's Complaints Procedure deals with complaints relating to the level and standard of service provided by us. If you feel the service you have received has been less than satisfactory you can submit a complaint as set out below.

How do you make a complaint?

You can make a complaint by

- Sending an email to complaints@ida.ie
- in written form to the Manager, Compliance & Information Management, IDA Ireland, Wilton Park House, Wilton Place, Dublin 2
- via the online form on the IDA Ireland website
<https://www.idaireland.com/contact-us>

In the event that you require further guidance regarding the complaints handling procedure please make contact with Sheelagh Mulligan, Compliance & Information Management at complaints@ida.ie

Seirbhís trí Ghaeilge

Tabharfaimid gealltanais go ndéanfaimid gach iarracht dealáil le aon gearán as Gaeilge má iarrtar. (We undertake to make every effort to deal with any complaint through Irish, if requested)

Disputed Invoices

- Where an invoice received by IDA Ireland does not contain all the information required for processing the Financial Management Department will seek any additional information required in order to process the invoice in a timely manner.
- If you are less than satisfied with how a disputed invoice is being dealt with you can make a complaint as outlined above.

What will we do when we receive a complaint?

- On receipt of your complaint, a copy of IDA's complaints procedure will be forwarded to you by email or by post.
- A member of staff in the area concerned will process your complaint in the first instance and will do their best to resolve your complaint speedily.
- When your complaint is received it will be recorded and an acknowledgement issued within 2 working days.
- A full reply will be issued as soon as practicable thereafter.
- Where possible an explanation and/or an undertaking to address the issue will be offered to you.
- Where necessary, we will ensure that the causes of complaint are rectified and not repeated in the future.

Appeal / Review

- If you are not happy with the IDA's response, in the first instance you will be advised to make contact with the IDA Secretary, John.Nolan@ida.ie forwarding a completed copy of the Complaints Form as attached (Appendix 1) The Complaints Form and a copy of this procedure document may also be accessed through our website www.idaireland.com
- Following this if you are still unhappy with the way the IDA has dealt with your complaint; you have a statutory right to make a complaint to the Office of the Ombudsman.

The Ombudsman may be contacted at:

18 Lower Leeson Street, Dublin 2.

Tel: (01) 6395600 or 1890223030

E-mail: ombudsman@ombudsman.irlgov.ie

Web: www.ombudsman.ie

APPENDIX 1

IDA Ireland Customer Complaint Form (which will be directed to the Compliance & Information Management Manager to process with the relevant Department Manager)

Name & Address of Complainant

Telephone Number:

Email Address

Please give an outline of your complaint giving dates and copies any documentation where appropriate:

Please provide the name of the Office, and if appropriate, person with whom you were dealing:

Please explain what steps you have taken, together with dates, to resolve your complaint with the Office concerned:

Please explain why you are dissatisfied with the response you have received to date:

Signed: _____ Date: _____