

Please explain why you are not satisfied with the response that you have received to date from us in relation to the steps we have taken to deal with your complaint

Please provide any additional background information that you feel may be of relevance

Signature: _____

Date: _____

Please return form to:

ODCE
16 Parnell Square,
Dublin 1,
D01 W5C2.

(Or send an e-mail to:
feedback@odce.ie)

The information in this leaflet is for guidance only, and does not purport to be an interpretation of any legislation. Should you require further assistance in relation to making your complaint, please contact the Office of the Director of Corporate Enforcement at

16 Parnell Square, Dublin 1, D01 W5C2

e-mail **feedback@odce.ie**

Tel. (01) 858 5800

Fax. (01) 858 5801

We hope that we will be able to resolve your complaint satisfactorily. However, if you remain unhappy with our response then you can refer your complaint to the Office of the Ombudsman. The Ombudsman is fair, independent, and free to use.

The Ombudsman will ask you for details of your complaint and a copy of our final response to your complaint. The best way to contact the Ombudsman is by:

- Clicking on the 'Make A Complaint' link at www.ombudsman.ie
- Or writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773
- Or calling the Ombudsman on 01 636 5600 if you have any queries or if you need help making your complaint.



Oifig an Stiúirthóra um
Fhorfheidhmiú Corparáideach
Office of the Director
of Corporate Enforcement



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Customer Complaints - Review Request Form

Our Customer Complaints Review Procedure is in place to allow persons dissatisfied with our Customer Complaints procedure to have their original complaint, dealing with mistakes, delays, or poor customer service, to be reviewed.

The completed form should be posted to ODCE, 16 Parnell Square, Dublin 1, D01 W5C2. You may also e-mail your complaint to feedback@odce.ie.

Please note that the ODCE Complaint Form available on the website is to be used for reporting suspected breaches of Company Law only.

Key Principles of ODCE's Customer Charter

1. Quality Service Standards

Publish a statement that outlines the nature and quality of service which the customer can expect, and display it prominently at the point of service delivery.

2. Equality/Diversity

Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation.

3. Physical Access

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

4. Information

Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs.

5. Timeliness and Courtesy

Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer.

6. Complaints

Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.

7. Appeals

Similarly, maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

8. Consultation and Evaluation

Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.

9. Choice

Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

10. Official Languages Equality

Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

11. Better Co-ordination

Foster a more co-ordinated and integrated approach to delivery of public services.

12. Internal Customer

Ensure that employees are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

Customer Complaints Procedure

Our Customer Complaints Procedure is in place to rectify issues such as mistakes, delays, or poor customer service, and relates *only* to our dealings with our customers. The Customer Complaints Procedure **does not relate to**

- Matters of Policy;
- Decisions by Officers in pursuance of their duties under the Companies Act 2014;
- Matters the subject of litigation;
- Complaints regarding a professional dealing with a company (e.g. Auditors, Liquidators, etc.) – these complaints should be made to the relevant representative body;
- Suspected breaches of Company Law - complaints of this type should be notified to the Office using the ODCE Complaints Form (available at www.odce.ie).

Our Commitment to Our Customers

If you are dissatisfied with the service you receive from ODCE, please let us know as soon as possible. Your complaint will be dealt with promptly and fairly, without prejudice to other dealings you may have with the Office.

- All complaints received will be acknowledged within 5 working days.
- Complaints will be investigated by an officer not involved in the matter the subject of the complaint. Unless the complainant wishes otherwise, the complaint will be treated in confidence.
- You will normally receive a full response within 20 working days (in the case of a more complex matter, you will be informed of any delay that may arise in responding to your complaint).
- If your complaint is found to be the fault of the Office or an official of the Office, we will rectify the matter as swiftly as possible and offer an apology and explanation. We will also review procedures to avoid a recurrence of the problem.



Oifig an Stiúirthóra um
Fhorfheidhmiú Corparáideach
Office of the Director
of Corporate Enforcement

Customer Complaints – Review Request Form

Please complete all sections of this form using Block Capitals

Name: _____

Address: _____

Daytime Telephone No.: _____

Please give details of the original complaint:

(a) the date of the incident: _____

(b) the name of the Official involved: _____

Please tick if you *do not* wish to have this
matter dealt with in confidence

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