



An tÚdarás Pinsean  
The Pensions Authority

## **How to make a complaint**

**[www.pensionsauthority.ie](http://www.pensionsauthority.ie)**

**The Pensions Authority**  
Verschoyle House  
28/30 Lower Mount Street  
Dublin 2

Tel: 01 613 1900  
LoCall: 1890 65-65-65  
Fax: 01 631 8602

Email: [info@pensionsauthority.ie](mailto:info@pensionsauthority.ie)

Updated May 2015



## **Introduction**

The Pensions Authority is committed to providing a high quality service to all our customers. However, we do recognise that mistakes or delays can occur. We therefore welcome your feedback and will undertake to deal with your complaint quickly, fairly and in confidence.

## **What is a complaint?**

We define a complaint as “an expression of dissatisfaction concerning the provision of a service or services by the Authority, as laid out under the commitments in our customer charter”.

Complaints covered include:

- delays
- mistakes
- misinformation
- poor customer service e.g. where you did not get the level of service to which you feel you are entitled.

## **How to make a complaint?**

You may make a complaint by phone on (01) 613 1900 or Lo call: 1890 656565, online by accessing our website at [www.pensionsauthority.ie](http://www.pensionsauthority.ie) or by posting it to The Pensions Authority, Verschoyle House, 28/30 Lower Mount Street, Dublin 2.

The Authority’s goal is to resolve complaints at the first point of contact. If we cannot do this you have the right to have the matter examined by a member of the senior management team who had no direct involvement in the original decision giving rise to the complaint.

## **What information should you provide?**

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

You will help to speed up the investigation of your complaint by providing the following details:

- your name, address and email address (optional)
- exactly what aspect of our services you are dissatisfied with
- the name of the staff members who dealt with you (if known)

- a daytime telephone number, if you would be happy for us to contact you by phone – this may help us to resolve the matter more quickly.

### **Timelines for responding to complaint**

The Authority is committed to:

- acknowledging your correspondence within 2 working days of receipt
- identifying by name the staff member who will be your initial point of contact
- giving you a full response to all routine correspondence within 6 working days
- providing an interim reply to non-routine correspondence within 14 working days, where a full response is not possible, which will explain the position, advise on progress and advise when you can expect to receive a further response to the issues raised.
- a full reply to a complex enquiry or complaint may take up to three months
- all complaints will be treated promptly, fairly, impartially and in confidence
- if we uphold your complaint, we will seek to provide an appropriate remedy and we guarantee that your complaint will not affect how we treat you in the future.

### **The Office of the Ombudsman**

The Pensions Authority is subject to the provisions of the Ombudsman Act. The Office of the Ombudsman ([www.ombudsman.gov.ie](http://www.ombudsman.gov.ie)) examines complaints from members of the public who feel they have been unfairly treated by certain public bodies.

The Office of the Ombudsman is a free public service which is open, fair, accountable and effective. Anyone can make a complaint to the Ombudsman. You can complain on your own behalf or for someone else if they ask you to. You can make a complaint as an individual or as a public representative and as a business or organisation.

You should complain to the Ombudsman as soon as possible but not later than 12 months after the action you want to complain about occurred or you became aware of it occurring. You can complete an online complaint on [www.ombudsman.gov.ie](http://www.ombudsman.gov.ie)

The Office of the Ombudsman  
18 Lower Leeson Street, Dublin 2.  
Phone: +353-1-639 5600



An tÚdarás Pinsean  
The Pensions Authority

Lo-call: 1890 223030

Fax: +353-1-639 5674

Email: [ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie)

Web: [www.ombudsman.gov.ie](http://www.ombudsman.gov.ie)



## **Comments and complaints form**

**Please type all information into the form if possible.**

When complete either post the form and any attachments to The Pensions Authority, Verschoyle House, 28/30 Lower Mount Street, Dublin 2 or alternatively e-mail as a PDF to [info@pensionsauthority.ie](mailto:info@pensionsauthority.ie)

<b>Name</b>	
<b>Address</b>	
<b>Email address</b>	
<b>A daytime telephone number</b> (where you are happy for us to contact you by phone)	
<b>Please state your comment, complaint or suggestion here:</b>	