



Complaints against the ISI



ISI

Tackling problem debt, together

Insolvency Service of Ireland

Complaints against the ISI

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1 Complaints against the ISI

1.1 What standards of service can I expect from the ISI?

We are committed to ensuring that our staff treat you with respect and courtesy at all times, and we will endeavour to make sure that the right person deals with your request when you contact us. In return, we expect that you treat our staff with courtesy and respect.

1.2 What can I complain about?

The standard of service you can expect to receive from us is set out in our [Customer Charter](#). Should you have any concerns about the standard of service you have received from the ISI, you may wish to make a complaint. We have a complaints procedure for this purpose.

This complaints procedure does not apply to a complaint of improper conduct by a personal insolvency practitioner. The procedure for this type of complaint is outlined [here](#).

This procedure also does not apply to certain decisions made by the Official Assignee in managing bankruptcy estates. The Official Assignee is an officer of the High Court and as such certain decisions made by him can only be appealed to the High Court.

2 How do I make my complaint?

If you feel you have cause to make a complaint it should be directed in writing (which can be email) in the first instance and in so far as possible, to the relevant division or member of staff of the ISI that you have been dealing with. The staff in that division will try and deal with your complaint without delay.

If your complaint cannot be resolved by the staff involved, or if you are unhappy with their response, you will be referred to the Head of that Division.

In the event that you are still unhappy with the response, you should contact our Complaints Officer, who will investigate the complaint.

2.1 Contact Details of Complaints Officer

ISI Complaints Officer
Insolvency Service of Ireland
Block 2, Phoenix House
Conyngham Road
Dublin 8

Or

Email: complaints@isi.gov.ie

2.2 Information you should provide to the Complaints Officer

Your complaint must be in writing and should include:

- your name and address;
- your contact details and preferred method of contact (phone, email, letter);
- the name of the ISI staff member(s) and/or Division you dealt with, and when;
- full details of what you feel has gone wrong or has not been handled properly;
- details of how you have already tried to resolve the issue;
- any other information you feel is relevant; and
- an explanation of how you believe your complaint should be resolved

3 What will happen next?

The Complaints Officer:

- will acknowledge receipt of your complaint within five (5) working days of receiving it, and
- investigate your complaint and issue a reply within twenty (20) working days of receiving it, or if this is not possible, update you on the progress of the investigation within that time frame and advise you as to when you can expect a reply.

All complaints will be dealt with promptly, fairly and impartially.

Up to date records of all complaints, including the outcome of investigations, will be maintained.

4 What if I am not satisfied with how my complaint was handled?

If you are not happy with the response you receive after an investigation has taken place, you can write to the Office of the Ombudsman at:

The Office of the Ombudsman
18 Lower Leeson Street
Dublin 2

Phone: 1890223030

Email: ombudsman@ombudsman.irlgov.ie

Website: www.ombudsman.ie

Date: February 2016



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**Gearáin in
aghaidh an ISI**



ISI

Dul i ngleic le fiachas le chéile

Seirbhís Dócmhainneachta na hÉireann

Gearáin in aghaidh an ISI

Clár Ábhar

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1 Gearáin in aghaidh an ISI

1.1 Cé na caighdeáin seirbhíse is féidir liom a bheith ag súil le fáil ón ISI?

Tá rún daingean againn a chinntiú go gcaithfidh ár bhfoireann leat ar bhealach measúil agus cúirtéiseach i ngach cás agus déanfaimid ár ndícheall a chinntiú go ndéileálfadh an duine ceart le d'iarraidh nuair a dhéanann tú teagmháil linn. Ina chomaoin sin, táimid ag súil leis go gcaithfidh tú lenár bhfoireann ar bhealach cúirtéiseach agus measúil freisin.

1.2 Cé na nithe ar féidir liom gearán a dhéanamh fúthu?

Tá an caighdeán seirbhíse is féidir leat a bheith ag súil le fáil uainn leagtha amach inár [gCairt Chustaiméirí](#). Má bhíonn aon ábhair imní agat faoin gcaighdeán seirbhíse a fuair tú ón ISI, is féidir gur mian leat gearán a dhéanamh. Tá nós imeachta gearán i bhfeidhm againn chun na críche sin.

Ní bhaineann an nós imeachta seo le gearán maidir le hiompar míchuí ag cleachtóir dócmhainneachta pearsanta. Tá an nós imeachta don chineál gearáin sin leagtha amach [anseo](#).

Ní bhaineann an nós imeachta seo le cinntí áirithe arna ndéanamh ag an Sannaí Oifigiúil agus eastáit féimheachta á mbainistiú aige. Is oifigeach de chuid na hArd-Chúirte é an Sannaí Oifigiúil. Mar sin, ní féidir aon chinntí den sórt sin arna ndéanamh aige a achomharc ach amháin chuig an Ard-Chúirt.

2 Conas is féidir liom gearán a dhéanamh?

Má chreideann tú go bhfuil cúis agat le gearán a dhéanamh, ba chóir é a threorú i scríbhinn (ríomhphost san áireamh) sa chéad ásc, agus a mhéid is féidir, don rannóg iomchuí nó don bhall foirne den ISI a raibh tú ag déileáil leo. Féachfaidh an fhoireann sa rannóg sin le déileáil le do ghearán gan mhoill.

Más rud é nach féidir leis an bhfoireann lena mbaineann do ghearán a réiteach, nó go bhfuil tú míshásta leis an bhfreagra uathu, tarchuirfear thú chuig Ceann na Rannóige sin.

Má tá tú fós míshásta leis an bhfreagra, ba chóir duit teagmháil a dhéanamh lenár nOifigeach Gearán a dhéanfaidh imscrúdú ar an ngearán ansin.

2.1 Sonraí Teagmhála an Oifigh Ghearán

Oifigeach Gearán an ISI
Seirbhís Dócmhainneachta na hÉireann
Bloc 2, Teach an Fhionnuisce
Bóthar Conyngham
Baile Átha Cliath 8

Nó

Ríomhphost: complaints@isi.gov.ie

2.2 Faisnéis ba chóir duit a chur ar fáil don Oifigeach Gearán

Ní mór do ghearán a bheith i scríbhinn agus ba chóir duit na nithe seo a leanas a thabhairt ann:

- d'ainm agus do sheoladh;
- do sonraí teagmhála agus an modh teagmhála is fearr leat (teileafón, ríomhphost, litir);
- ainm an bhaill foirne/na mball foirne den ISI agus/nó ainm na Rannóige ar dhéileáil tú leo, agus cén uair a dhéileáil tú leo;
- sonraí iomlána faoin ní a mheasann tú a chuaigh amú nó faoin ní nár déileáladh leis i gceart;
- sonraí faoin iarracht atá déanta agat cheana féin chun an tsaincheist a réiteach;
- aon fhaisnéis eile a mheasann tú a bheith iomchuí; agus
- míniú ar an dóigh ar chóir an gearán a réiteach, dar leat

3 Cad a tharlóidh ina dhiaidh sin?

Déanfaidh an tOifigeach Gearán na nithe seo a leanas:

- admháil go bhfuarthas do ghearán a eisiúint laistigh de 5 lá oibre ón ngearán a fháil, agus
- imscrúdú a dhéanamh ar do ghearán agus freagra a eisiúint laistigh d'fhiche (20) lá oibre ón ngearán a fháil nó, mura féidir é sin a dhéanamh, tú a choinneáil ar an eolas faoi dhul chun cinn an imscrúdaithe laistigh den tréimhse ama sin agus a chur in iúl duit cén uair is dóigh go bhfaighidh tú freagra.

Déileálfar le gach gearán go pras, go cóir agus go neamhchlaon.

Coinneofar taifid cothrom le dáta ar gach gearán, lena n-áirítear an toradh ar imscrúduithe.

4 Cad a tharlóidh i gcás nach mbeidh mé sásta leis an dóigh ar déileáladh le mo ghearán?

I gcás nach mbeidh tú sásta leis an bhfreagra a fuair tú tar éis imscrúdaithe, is féidir leat scríobh chuig Oifig an Ombudsman ag an seoladh seo a leanas:

Oifig an Ombudsman
18 Sráid Líosain Íochtarach
Baile Átha Cliath 2

Fón: 1890223030

Ríomhphost: ombudsman@ombudsman.irlgov.ie

Suíomh Gréasáin: www.ombudsman.ie

Dáta: Feabhra 2016



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