

## Léargas Complaints Policy for Members of the Public

### Complaints

As per our [Customer Service Charter](#), Léargas aims to provide the highest quality service possible to all members of the public who require our services. Our goal is to get it right "first time, every time." We recognise, however, that occasionally things can go wrong, and we need you to tell us when you are not happy with the service provided by us or any organisation/persons funded by our programs/grants. This allows us to correct the issue and work to prevent it from happening again.

You can be assured that we will treat your complaint seriously and deal with you in a positive and professional manner. We view any complaint as an opportunity to review and improve our services.

### What is a Complaint?

A complaint is when you inform us that you are dissatisfied with any service provided by Léargas or an organisation funded by our programs/grants. Please note that issues related to specific grant awards or appeals are not covered by this Complaints procedure. For those issues, please refer to our [Appeals Process](#).

### The Complaints Process

#### Define Your Complaint:

You will need to clearly define the nature of your complaint or define any other type of issue you may have with the service provided to you by Léargas or an organisation/persons funded by our program/grant.

#### Make an Informal Complaint:

Initially, we will try to address your complaint informally. You should email the Complaints Liaison Officer at [complaints@leargas.ie](mailto:complaints@leargas.ie). They will arrange for a staff member to review your grievance and attempt to resolve your complaint without the need for further escalation.

### **Make a Formal Complaint:**

If, after initiating an informal complaint, you remain unsatisfied, you should then make a formal complaint using our [Complaints Form](#). Submit the form to [complaints@leargas.ie](mailto:complaints@leargas.ie), where it will be handled by our Complaints Liaison Officer.

### **Types of Complaints**

- **Service Complaints:** About services or activities provided by Léargas and our staff.
- **Project Complaints:** About organisations/persons funded by our programs/grants. Please use that organisation's complaint procedures first before contacting Léargas.

### **How to Make a Complaint**

Please complete our complaints form available [here](#) and email to [complaints@leargas.ie](mailto:complaints@leargas.ie)

Address: Complaints Liaison Officer  
Léargas  
Kings Inn House  
Parnell St, Dublin

The Complaints Liaison Officer will forward your complaint to the appropriate staff member for review.

**Important Note:** Léargas will not investigate complaints that are frivolous, vexatious, or malicious.

### **Our Commitment to You**

Our Customer Service Charter outlines how we are committed to putting you first and providing you with the highest quality customer service possible.

This includes dealing with any complaints you may have.

We will:

- deal with your complaint professionally, fairly and in the quickest possible manner

- keep you updated on your complaint status and do everything we can to help you
- treat the information you give us in confidence
- explain our decision
- use your complaint to review and improve the way we provide services.
- provide the necessary resources to implement this policy and ensure it is communicated and understood by our team.

All complaints are dealt with in the strictest confidence and do not affect your right to make a further complaint to the European Commission and/or the Ombudsman. Any personal information submitted will be handled in accordance with our GDPR policy and procedures.

#### **When we receive a formal complaint, we will:**

- **Acknowledge:** Confirm receipt of your complaint within **5** working days.
- **Confidentiality:** Keep all information confidential unless consent is provided or required by law. Anonymous complaints will be noted and addressed if possible.
- **Decision:** Aim to provide a full response to your complaint within **15** working days from receipt. If more time is needed, we will inform you in writing. The decision may be shared with relevant organisations.

**Monitoring and Audits:** As required by the European Commission and other authorities, Léargas may apply monitoring and audit processes to program and project beneficiaries. This may include your feedback/complaint before further investigation.

#### **What If I'm Unhappy with the Response?**

We hope that we have been able to resolve your complaint satisfactorily. However, if you remain unhappy with our response then you can refer your complaint to the European Commission and/or the Office of the Ombudsman

European Commission:

If you would like to escalate your complaint to the European Commission, you can do so by contacting EACEA directly or via EuropeDirect.

Office of the Ombudsman:

The Ombudsman will ask you for details of your complaint and to provide a copy of this letter (our final response to your complaint). The best way to do this is through:

- 'Make A Complaint' at [www.ombudsman.ie](http://www.ombudsman.ie)

You can also write to: Office of the Ombudsman, 6 Earlfort Terrace, Dublin 2, D02 W773 or call 01 636 5600 if you have any queries.

### **Still Unsure About How to Make a Complaint?**

If you have any questions or need help writing your complaint, please contact the Complaints Liaison Officer at [complaints@leargas.ie](mailto:complaints@leargas.ie).