



## **InjuriesBoard.ie Complaints Policy**

PIAB maintains an accessible, transparent and easy to use system of dealing with complaints. There is no one definition of a complaint. A complaint could be for example where:

- a customer feels they have been treated inappropriately
- PIAB have not followed a published policy or procedure
- PIAB have failed to deliver or meet an agreed standard of service
- PIAB staff have been unhelpful or acted in an inappropriate manner

If you feel the service you have received has been in any way less than satisfactory PIAB would like to hear from you. PIAB's aims in relation to complaints handling include:

- taking complaints seriously and resolving them wherever possible
- treating all customers fairly and with respect
- being open and honest
- providing responses which are clear and easily understood
- respecting confidentiality
- using complaints and customer feedback to help improve our services
- providing explanations for decisions where appropriate

A complaint can be made in writing or by e-mail.

Letters or e-mails should be clearly referenced as a 'Complaint' and include relevant information such as:

- a claim reference if applicable
- the date on which a problem arose
- the name of the individual handling matters
- why you believe a particular service was unsatisfactory
- background information which may help us deal with the complaint efficiently
- any/ all other information you believe is relevant

All complaints are recorded and acknowledged in writing. PIAB will process your complaint doing it's best to resolve matters speedily and without any undue fuss. Complaints will be reviewed by any or all of the following:

- a Supervisor
- a Manager
- a Director

Where an initial interim written acknowledgement has issued an additional (final) written response will issue following fuller investigation. If you are not satisfied with PIAB's response you can seek a further review.

A complaint can be made in writing to:

PIAB

PO Box 8

Clonakilty

Co. Cork

or by e-mail to [complaints@piab.ie](mailto:complaints@piab.ie)

### **Ombudsman/Ombudsman for Children**

If you feel that you have been unfairly treated or are not satisfied with our decision on your complaint, it is open to you to contact the Office of the Ombudsman or where relevant (if you are a child or young person under 18 or an adult who knows a child who you feel has been unfairly treated) the Ombudsman for Children's Office. By law, they can investigate certain complaints about our administrative actions or procedures as well as delays or inaction in your dealings

with us. The Ombudsman and Ombudsman for Children's Office provides impartial, independent and free dispute resolution services.

Contact details are as follows:

Office of the Ombudsman, 18 Lower Leeson Street, Dublin 2

Tel: Lo-call 1890 22 30 30

Tel: 01 639 5600

Fax: 01 639 5674

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

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

Ombudsman for Children's Office, 52-56 Great Strand Street, Dublin 1

Free Phone: 1800 20 20 40

[ococomplaint@oco.ie](mailto:ococomplaint@oco.ie)

[www.oco.ie](http://www.oco.ie)