

## Skillnet Ireland Complaints Procedure

Skillnet Ireland has partnered with over 50 industry bodies nationwide across most sectors and all regions to establish 70 Skillnet Business Networks.

Skillnet Business Networks consist of businesses within the same sector or region who are facing similar business challenges, which can be addressed through innovative talent development. We work with business owners and managers to develop bespoke upskilling solutions for their business and to provide relevant upskilling where and when its needed.

These Business Networks are led and managed by the enterprises themselves, with support from a team based in the Skillnet Ireland head office in Dublin.

### **Customer Complaints**

If you have a complaint about the service you have received from either Skillnet Ireland or one of our Business Networks, and you have taken reasonable steps to seek redress from the person you have been dealing with, we encourage you to use this system to make a complaint to us. Before making a complaint to us, please check the list of complaints below to ensure that your complaint is appropriate to be dealt with by this process.

### **Our commitment to you**

We are committed to dealing effectively with your complaint in a fair manner and in accordance with the principles of natural fairness and equity. We will seek to ensure your complaint is dealt with by persons other than the person who made the decision or provided the service(s) about which you are dissatisfied. We will endeavour to provide you with a satisfactory response to your complaint.

### **Who will deal with your complaint?**

If your complaint relates to one of our staff and/or the quality of service you received from us, your complaint will be dealt with by the Company Secretary of Skillnet Ireland in the first instance.

If your complaint concerns the Chief Executive, the complaint will be dealt with by the Chairperson on behalf of the Board of Directors of Skillnet Ireland.

## Content of your complaint

- Complaints that involve the legal process:

We cannot deal with a complaint that is the subject of civil litigation or criminal prosecution.

- Complaints about policies followed by Skillnet Ireland:

You can use the complaints system if you are dissatisfied with our policies or how a policy was implemented. We are always pleased to receive comments and suggestions.

- Vexatious/abusive complaints:

No one is expected to suffer abusive or aggressive behaviour. We will take steps to protect our staff from malicious complaints.

## Making a complaint

Complaints should be sent in writing to the following:

- a) By post to: Company Secretary  
Skillnet Ireland  
Fifth Floor, Q House,  
76 Furze Road,  
Sandyford,  
Dublin 18,  
D18 E268.

Or

- b) By email to: [complaints@skillnetireland.ie](mailto:complaints@skillnetireland.ie)

## Our Complaints Procedure

All complaints will be dealt with promptly and in an objective, courteous manner. Complaints will be logged on receipt and acknowledged within 5 working days.

We will have the matter fully and impartially investigated by an officer of Skillnet Ireland who was not involved in the original matter giving rise to the complaint.

A substantive response will be issued to you within 10 working days. If the complexity of the matter requires more time, a revised response time and a progress report will be issued to you. If we make a mistake or fail to deliver a quality service, we will apologise and will endeavour to rectify the situation without delay.

### **If you are not happy with the result**

If you are not satisfied with the result of your complaint you may refer the complaint for further internal review to the Skillnet Ireland Chief Executive.

Requests for review should be submitted, in writing, within 10 days of the date of the response from Skillnet Ireland to your complaint. In the event that your complaint has not been resolved to your satisfaction following the Chief Executive's review, you may refer your complaint to the Chairperson of the Board.

Requests for review should be sent to the following:

- a) By post to: Chief Executive  
Skillnet Ireland  
Fifth Floor, Q House,  
76 Furze Road,  
Sandyford,  
Dublin 18,  
D18 E268.

Or

- b) By email to: [complaints@skillnetireland.ie](mailto:complaints@skillnetireland.ie)

### **If you are still not happy with the result**

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. By law the Ombudsman can investigate complaints about any of our administrative actions or procedures as well as delays or inaction in your dealings with us. The Ombudsman provides an impartial, independent and free dispute resolution service.

Such a course of action is in addition to your right to make a complaint as outlined above.

**Contact details are as follows:**

Office of the Ombudsman  
6, Earlsfort Terrace  
Dublin 2  
D02 W773  
Tel: 01 6395600

Complaints email: [complaints@ombudsman.ie](mailto:complaints@ombudsman.ie)

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

**Data Protection**

Skillnet Ireland will treat all personal data you provide on this form as confidential and will use it solely for the purpose intended and in line with our Privacy Statement which can be found on our website by clicking [here](#). The information will only be disclosed as permitted by law and will be deleted once it is no longer reasonably required by Skillnet Ireland.

