

Skillnet Ireland Complaints Procedure



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Skillnet Ireland supports and funds in excess of 60 learning networks of enterprises to engage in training under the Training Networks Programme (TNP) and the Management Development programme. These networks are led and managed by the enterprises themselves, with support from a team of approximately 20 people who are 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 learning 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 Chief Operating Officer of Skillnet Ireland in the first instance.

If your complaint concerns the Chief Executive, the complaint will be dealt with by the Chairman 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 behavior. 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: Chief Operating Officer
Skillnet Ireland
Fifth Floor, Q House,
76 Furze Road,
Sandyford,
Dublin 18,
D18 E268.

or

- b) By email to 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 the Chief Executive
Skillnet Ireland
Fifth Floor, Q House,
76 Furze Road,
Sandyford,
Dublin 18,
D18 E268.

or

- c) By email to 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

18 Lower Leeson Street

Dublin 2

D02 HE97

Tel: Lo-call 1890 223030

Tel: 01 6395600

Fax: 01 6395674

Email: ombudsman@ombudsman.gov.ie

Web: 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.