

OPW Complaints/Appeals Procedure

How to make a Complaint

1. If you wish to make a complaint about the service provided to you, you should, in the first instance, make contact with the Customer Service Officer (CSO) for the particular Business area you are dealing with. Contact details for OPW CSOs are as follows:

Section	Customer Service Officer	Email	Telephone
Estate Portfolio Management			
Project Management Services	Gerard Kennedy	gerard.kennedy@opw.ie	(046) 942 6515/ 076 110 6515
Property Management Services:	Cathleen Morrison	cathleen.morrison@opw.ie	(01) 647 6123/ 076 110 6123
Property Maintenance Services:	Sheila O'Brien	sheila.obrien@opw.ie	(046) 942 6767/ 076 110 6767
Heritage Services:	Mary Heffernan	mary.heffernan@opw.ie	(01) 645 8894/ 076 110 3200
Architectural Services:	Sean Moylan	sean.moylan@opw.ie	(01) 647 6322/ 076 110 6322
Civil & Structural Engineering Services	Ian Wolfe	ian.wolfe@opw.ie	(01) 647-6748 / 076 110 6748
Flooding			
Engineering Services:	Jackie Stewart	jackie.stewart@opw.ie	(046) 942 6562 / 0761 10 6042
Corporate Services			
Human Resource Management Established:	Úna Ní Fhaircheallaigh	una.nifhaircheallaigh@opw.ie	(046) 942 6661 / 076 110 6661
Human Resource Management Operational:	Peter Duffy	peter.duffy@opw.ie	(046) 942 6850 / 076 110 6850
Finance/IT:	Willie Byrne	willie.byrne@opw.ie	(056) 777 2692 / 076 110 2692

If your complaint is in relation to service delivery at Heritage sites, it can be made to the Guide or the Guide Supervisor on the site in question.

Where no guide service is available or if the complaint relates to another aspect of services offered by the Heritage Service, then the complaint should be made directly to the Customer Service Officer responsible for that area.

It will be a function of the Customer Service Officer to deal with the complaint and to present solutions for the resolution to any problems that arise between the service provider (OPW) and the Customer.

2. If a complaint still exists following step 1, the matter should be referred to the relevant Senior Manager outlined in the OPW Senior Management Chart at **Appendix 7** in the OPW Customer Action Plan.

How to make an Appeal

In the event that the complaint cannot be adequately dealt with following the complaints procedures set out above, complainants have recourse to the Ombudsman appeals procedure.

The Ombudsman has statutory authority to examine a complaint in relation to a decision of a public body where a complainant has taken reasonable steps to seek redress from the public body and has failed to obtain it. The Ombudsman contact details are as follows:

The Ombudsman,
18 Lower Leeson Street,
Dublin 2, D02 HE97.

tel: (01) 639 5600

(LoCall: 1890 22 30 30)

fax: (01) 639 5674

email: ombudsman@ombudsman.gov.ie

web: www.ombudsman.gov.ie

Nós Imeachta Gearáin/Achomharc OOP

Conas Gearán a dhéanamh

1. Má theastaíonn uait gearán a dhéanamh faoi chaighdeán na seirbhíse a cuireadh ar fáil duit, ba chóir duit, sa chéad dul síos, dul i dteagmháil leis an Oifigeach Seirbhíse do Chustaiméirí (CSO) san Réimse Gnó lena bhfuil tú ag plé. Seo a leanas na sonraí teagmhála do CSOnna OOP:

Alt	Oifigeach Seirbhíse do Chustaiméirí	R-phost	Teileafóin
An Punann Eastát a Bhainistiu			
Seirbhísí Bhainistíocht Tionscadal	Gerard Kennedy	gerard.kennedy@opw.ie	(046) 942 6515/ 076 110 6515
Seirbhísí Bhainistíocht Maoine	Cathleen Morrison	cathleen.morrison@opw.ie	(01) 647 6123/ 076 110 6123
Seirbhísí Chothabháil Maoine	Sheila O'Brien	sheila.obrien@opw.ie	(046) 942 6767/ 076 110 6767
Seirbhísí Oidhreacht	Mary Heffernan	mary.heffernan@opw.ie	(01) 645 8894/ 076 110 3200
Seirbhísí Ailtireacht	Sean Moylan	sean.moylan@opw.ie	(01) 647 6322/ 076 110 6322
Seirbhísí Innealtóireacht Shibhialta & Struchtúir	Ian Wolfe	ian.wolfe@opw.ie	(01) 647-6748 / 076 110 6748
Tuilte			
Seirbhísí Innealtóireacht	Jackie Stewart	jackie.stewart@opw.ie	(046) 942 6562 / 0761 10 6562
Sheirbhísí Corparáideacha			
Bhainistíocht Acmhainní Daonna, Bunaithe	Úna Ní Fhaircheallaigh	una.nifhaircheallaigh@opw.ie	(046) 942 6661 / 076 110 6661
Bhainistíocht Acmhainní Daonna, Oibríochtúil	Peter Duffy	peter.duffy@opw.ie	(046) 942 6850 / 076 110 6850
Airgeadais/TFC	Willie Byrne	willie.byrne@opw.ie	(056) 777 2692 / 076 110 2692

Má bhaineann do ghearán le seachadadh seirbhíse ag ionaid Oidhreachta, is féidir é a dhéanamh leis an Treoraí nó leis an Maor Treorach ag an suíomh atá igceist (Aguisín 1). Mura bhfuil seirbhís treorach ar fail nó má bhaineann an gearán le gné eile de na seirbhísí a chuireann an tSeirbhís Oidhreachta ar fáil, ba chóir an gearán a dhéanamh leis an Oifigeach Seirbhíse do Chustaiméirí atá freagrach as an gceantar úd.

Beidh sé mar fheidhm ag an Oifigeach Seirbhíse do Chustaiméirí déileáil leis an ngearán agus réiteach a mholadh ar aon fhadhbanna a éiríonn idir an soláthraí seirbhíse (OOP) agus an Custaiméir.

2. Má tá ábhar gearáin fós ann tar éis céim 1 a ghlacadh ba chóir an t-ábhar a chur ar aghaidh chuig an mBainisteoir Sinsearach iomchuí mar atá léirithe i gCairt Bainistíochta Sinsearach OOP ag **Aguisín 7** i bPlean Gnímh do Chustaiméirí OOP.

Conas Achomharc a dhéanamh

Sa chás nach féidir déileáil go hoiriúnach leis an ngearán tríd an bpróiseas gearáin atá leagtha amach thuas, is féidir le gearánaithe dul i muinín chóras achomhairc an Ombudsman.

Tá údarás reachtúil ag an Ombudsman gearán faoi chinneadh atá glactha ag comhlacht poiblí a scrúdú sa chás go bhfuil céimeanna réasúnta glactha ag an ngearánaí chun sásamh a fháil ón gcomhlacht poiblí ach go bhfuil teipthe air é a fháil. Seo a leanas mionsonraí teagmhála an Ombudsman:

An tOmbudsman
18 Sráid Líosain Íoch.,
Baile Átha Cliath 2, D02 HE97

Teil: (01) 639 5600

(Íosghlao: 1890 22 30 30)

Facs: (01) 639 5674

R-phost: ombudsman@ombudsman.gov.ie

Suíomh Gréasáin: www.ombudsman.gov.ie