

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:	Fiona Morgan	fiona.morgan@opw.ie	(046) 942 6492 / 076 110 6492
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