



An Bord Pinsean
The Pensions Board

Customer Complaint Procedure

The Pensions Board is committed to providing a high quality service to all our customers. However we do recognise that mistakes or delays can occur. We therefore welcome your feedback and will undertake to deal with your complaint quickly, fairly and in confidence.

What is a complaint?

We define a complaint as “an expression of dissatisfaction concerning the provision of a service or services by the Board, as laid out under the commitments in our customer charter”.

Complaints covered include:

- delays
- mistakes
- misinformation
- poor customer service e.g. where you did not get the level of service to which you feel you are entitled.

How to make a complaint?

You may make a complaint by phone on (01) 613 1900, online by accessing our website at www.pensionsboard.ie or by posting it to The Pensions Board, Verschoyle House, 28/30 Lower Mount Street, Dublin 2.

The Boards goal is to resolve complaints at the first point of contact. If we cannot do this you have the right to have the matter examined at an appropriate higher level.

What information should you provide?

Note: Nothing in this complaint procedure affects your statutory rights under Freedom of Information, Data Protection or other relevant legislation.

You will help to speed up the investigation of your complaint by providing the following details:

- your name, address and email address (optional)
- exactly what aspect of our services you are dissatisfied with
- the name of the staff members who dealt with you (if known)
- a daytime telephone number, if you would be happy for us to contact you by phone – this may help us to resolve the matter more quickly.

For all complaints, we promise the following:

- complaints or suggestions will be passed promptly to the appropriate person within the Board
- any complaint will be answered within 14 days
- all complaints will be treated promptly, fairly, impartially and in confidence
- we guarantee that your complaint will not affect how we treat you in the future
- we will try to learn from our mistakes to ensure that errors are not repeated.

COMMENTS & COMPLAINTS

Your name and address:

Email address:

Please state your comment, complaint or suggestion here:

A daytime telephone number (if you have one) if you would be happy for us to contact you by phone