



**cetb**

Bord Oideachais agus  
Oiliúna Chorcaí  
Cork Education and  
Training Board

## COMPLAINTS AND APPEALS PROCEDURES

Cork ETB staff are committed to providing a high-quality service to its customers. However, if you are dissatisfied with the standard or quality of service delivered within Cork ETB centres. In certain circumstances and where appropriate you may be referred to an alternative policy/procedure.

### Informal Procedure

Should you wish to make a complaint, Cork ETB will deal with it as quickly as possible. Cork ETB will treat you in a courteous manner and ensure that future dealings with Cork ETB will not be affected in any way.

If your complaint relates to Cork ETB Head Office or a school/college/centre:

- ❖ Please raise your concerns with the staff member with who you are dealing with, who will make every effort to try and resolve your issues.
- ❖ If you are not satisfied with the outcome of your discussion you may request to speak to the manager / Principal of the relevant section/centre/School who will try to resolve your complaint or direct you to the most appropriate procedure to resolve your complaint.

### Formal Procedure

Should you feel that your complaint has not been resolved following the above, you may submit a formal complaint on the official complaint form to the Customer Care Section, Corporate Services, 21 Lavitt's Quay, Cork or email to [customercare@corketb.ie](mailto:customercare@corketb.ie)

Complaints must generally be submitted no later than 6 months from the date of the incident. You will be issued with an acknowledgment of your complaint within 5 working days, with a full response no later than 28 working days from the date of submission.

Should you be dissatisfied with the response to your complaint, you may appeal, in writing, to the Chief Executive, Cork ETB, 21 Lavitt's Quay, Cork where an internal review of the complaint will be undertaken and a final decision will be made.

### Office of the Ombudsman

Should you feel that you have been unfairly treated or are not satisfied with our decision in relation to your complaint, you may contact the Office of the Ombudsman. By law, the Ombudsman can investigate complaints about any administrative actions or procedures, as well as delays or inaction in your dealings with us. However, the Ombudsman will normally expect the complaint to be first referred to Cork ETB. The Ombudsman provides a free, impartial and independent dispute resolution service and may be contacted as follows:

Office of the Ombudsman, 18 Lower Leeson Street, Dublin 2, D02 HE97.

**For Noting:** Where your complaint is dealt with under an alternative policy/procedure you will not have recourse to this procedure. A full list is available on Cork ETBs website [www.corketb.ie](http://www.corketb.ie)



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### COMPLAINT FORM

Name			
Address			
Telephone		E-mail	

#### Please provide details of your complaint

Location relating to complaint		Date of complaint arising	
Department (if relevant)			
Detail of complaint:			

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

#### For Office Use Only

Date Rec'd:	Response sent:
Reference No:	Appeal Rec'd:
Date acknowledged:	Appeal decision sent:
Dealt with by:	