

Tourism Ireland Complaints Policy

A guide for members of the public to make a complaint

1. **Introduction:** Tourism Ireland is committed to providing a high-quality service to all our customers. However, there may be occasions when problems arise, and you do not receive the service you expect. We want to know when an issue has arisen so that we can put it right and learn from the experience.

In line with our core values, Tourism Ireland Respects its stakeholders and is committed to Ownership in the delivery of high-quality services for all customers. If you have any reason to be unhappy with our service, we want to know about it, so that we can put things right in the most appropriate manner and as quickly as possible. Your feedback is important to us, whether positive or negative. Not only does it allow us to improve our individual service to you, but it also helps us to enhance services for other customers. This Tourism Ireland Complaints Policy refers only to complaints you have in relation to services you have received directly from Tourism Ireland. If we think that your complaint should be dealt with by another organisation, we will tell you as soon as possible. Where we can, we will also tell you what that other organisation might be, but we cannot forward a complaint on your behalf. All complaints are dealt with professionally and in confidence. All feedback is welcomed and will in no way affect future Tourism Ireland support decisions or customer relationships.

2. What is a complaint?

“An expression of dissatisfaction made to an organisation related to its services, or the complaints handling process itself, where a response or resolution is explicitly or 2.1 For Tourism Ireland, a complaint is:

implicitly expected” (Source: International Standards Organization)

2.2 A complaint could be about any aspect of our services, for instance:

- When we do not deliver a service on time;

- When we give you the wrong information;
- When you receive a poor-quality service; and /or
- When you have an issue with the service provided by a member of our staff.

2.3 Complaints received by Tourism Ireland will be treated seriously and will be thoroughly and objectively investigated in a timely manner.

3. What is not a complaint:

3.1 The following will not be dealt with under this Complaints Policy:

- An information request
- Appeals under a funding scheme
- Appeals of a business decision
- A routine first-time request for a service
- An attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision.

3.2 Such requests will be dealt with as routine business issues, and you should contact the relevant business area.

4. How to make a complaint:

4.1 We are keen to ensure that all complaints about our services are dealt with in a satisfactory way and resolved as quickly as possible.

4.2 Often an issue can be resolved quickly and easily by contacting the person with whom you have been dealing. You can do this in person, by telephone, e-mail or letter.

4.3 If you wish to make a complaint you can complete the form at Annex A and post it directly to Tourism Ireland or e-mail it to us at complaints@tourismireland.com

4.4 To help us deal effectively with any issues raised, please tell us:

- What the issue is;
- When it happened; and
- With whom you dealt

5. How we respond to complaints:

5.1 We will acknowledge your complaint within three working days and will provide a response within 10 working days.

5.2 If it is not possible to provide a full response within 10 working days, we will advise you of the progress of our investigation and provide an indication of the likely response date.

5.3 If necessary, we may contact you to obtain further information or clarification. It would be helpful if you could give us as much information as possible and provide copies of any supporting evidence.

6. What to do if you dissatisfied with our response:

6.1 If you are dissatisfied with our response, you can refer the matter to the Director of Business Operations within 28 days of the date of the initial response:

Please address your complaint to:

Director of Business Operations
Tourism Ireland
4th Floor, Bishops' Square
Redmond's Hill
Dublin 2
D02 TD99
Ireland

Telephone: +353 1 476 3400

To E-mail: [Contact Director of Business Operations](#)

6.2 An acknowledgement will be issued within three working days advising that your complaint has been received and is being investigated.

6.3 You will be contacted within 10 working days from issue of the acknowledgement and advised of progress or, if the investigation has been completed, we will advise you of the outcome and what we intend to do.

6.4 We may contact you at any stage during the investigation to obtain further information or clarification.

7. The role of the Ombudsman offices:

7.1 If you still consider that Tourism Ireland has not dealt with the matter either properly or fairly, you can refer your complaint to either the Northern Ireland Public Services Ombudsman (NIPSO) or the Office of the Ombudsman in Ireland.

7.2 The Ombudsman offices are entirely independent of government and deal with any complaint of maladministration (i.e., poor administration) or of rules being applied wrongly. The Ombudsman offices do not normally investigate policy but rather how policy has been implemented.

7.3 The Ombudsman offices will normally expect you to have given Tourism Ireland the opportunity to investigate the matter before referral.

7.4 For members of the public based in Northern Ireland they can make complaints to the Northern Ireland Public Services Ombudsman (NIPSO). Further information on how to make a complaint to NIPSO are available on the NIPSO website at the following address <https://www.nipso.org.uk/make-complaint>

7.5 For members of the public based in Ireland they can make complaints to the Office of the Ombudsman. Further information on how to make a complaint to the Office of the Ombudsman in Ireland are available on the Office of the Ombudsman website at the following address <https://www.ombudsman.ie/en/collection/16bcb-make-a-complaint/>

8. Accessibility

8.1 We are committed to making our service easy to use for all members of the community. In line with our statutory equality duties, we will always ensure that reasonable adjustments are made to help customers access and use our services.

8.2 If you require assistance putting your complaint in writing, or want this information in another language or format, such as large font, or Braille, please tell us in person, contact us on +353 1 476 3400 or e-mail us at: complaints@tourismireland.com

9. How we use personal information in relation to complaints:

9.1 When investigating a complaint Tourism Ireland takes care that it respects the rights and freedoms of all those involved. How we handle any personal information we receive in respect to those rights and freedoms is described in our privacy policy which is available on our website here <https://www.tourismireland.com/privacy-policy>

9.2 When we receive a complaint, we open a file containing the details of the complaint. This normally contains the personal information and identity of the complainant and of other individuals involved in the complaint.

9.3 We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We compile and we may publish statistics showing information (for instance on the number of complaints we receive), but not in a form which identifies anyone.

9.4 When we receive a complaint, we are required to notify all those people involved that we have received a complaint and that we are processing their personal information for that purpose only.

9.5 We usually have to disclose the complainant's identity to whomever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant does not want the disclosure of personally identifiable information, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

9.6 We will keep personal information contained in complaint files, in line with our retention policy. This means that information relating to a complaint will be retained for five years from closure. It will be retained in a secure environment, and access to it will be restricted.

9.7 Similarly, where enquiries are submitted to us, we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

Appendix

Form which can be used to make complaints to Tourism Ireland

Tourism Ireland complaints form
Section 1: About you
Title:
Forename:
Surname:
Address:
Postcode/Eircode:
Telephone number:
Email address:
Section 2: Details of complaint
What the issue is:
When it happened:
Who you dealt with:
Signed: Date: