



How the HSA Deals With Your Complaint

Our Commitment

The Health and Safety Authority (HSA) is committed to providing high standards of services to all customers. If, for any reason, you are not satisfied and wish to make a complaint, we promise to deal with your complaint in a fair, thorough and timely manner. If we make a mistake, we will say sorry and put things right if we can.

Making a Complaint

If you wish to make a complaint in relation to the HSA, the following options are available to you:

Informal Complaints:

If you have an informal complaint about any aspect of our service, any member of staff will be able to help you. Please phone our helpdesk on 1890 289 389 or contact any member of staff as you wish and they will deal with it directly. Alternatively you can email wcu@hsa.ie.

Informal complaints, by definition, tend to be less serious in nature and are not formally investigated by us. The person to whom you make the informal complaint will do everything he/she can to resolve the issue or, if the issue cannot be resolved to your satisfaction, explain the reasoning that led to the situation about which you are dissatisfied.

If your informal complaint is in relation to a system or procedure, we will take your views into consideration in reviewing the process.

You will not normally receive any feedback in relation to the outcome of an informal complaint but please be assured that any concerns raised will be forwarded to the appropriate manager.



Formal Complaints:

Formal complaints tend to be of a more serious nature and generally require thorough investigation. The ideal channel for formal complaints is in writing (either by post or email) but if you prefer to make a formal complaint verbally, that will be facilitated.

By Post: Gavin Lonergan
Head of Communications & Customer Relations
Health and Safety Authority
Hebron House
Hebron Road
Kilkenny

By Email: gavin_lonergan@hsa.ie

By Phone: (056) 7705902

A complaint about a named staff member will be treated as a formal complaint unless the complainant specifically requests it to be treated informally.

The following table outlines the key differences between informal and formal complaints:

INFORMAL	FORMAL
Generally verbal (but can be in writing)	Generally written (but can be verbal)
Dealt with at point of contact	Dealt with by a senior manager
Immediate process	Medium/Longer term process
Less serious in nature	More serious in nature
No subsequent follow-up with complainant	Proactive follow-up with complainant

Our Response

Informal complaints will be dealt with by the HSA staff member to whom you make the complaint.

Formal complaints, whether made verbally or in writing, will be acknowledged in writing (email or written) within five working days of receipt. Our aim is always to conclude the entire process as quickly as possible.

The Head of Communications & Customer Service (contact details above) will undertake an initial review of the formal complaint and appoint an appropriate Investigating Manager. The Investigating Manager will then act as your primary point of contact from that point on. The Investigating Manager will endeavour to resolve the complaint within thirty working days of receiving it.

Where the investigation/review will require more than thirty working days, the Investigating Manager will contact you to inform you of the reasons for the delay, and indicate to you when we expect to be in a position to complete our investigation/review of the complaint. He/she will continue to keep you updated every twenty working days until the complaint is resolved.

Once the investigation/review of your complaint has been completed, the Investigating Manager will advise you (in writing, for written complaints, and verbally, for verbal complaints) of our findings, any recommendations considered appropriate, and the reasons for such findings and recommendations.

Your Rights

If you are dissatisfied with our response to a formal complaint, you have the right to appeal which will involve an independent review of our response by an Assistant Chief Executive of the Authority. Such a request should be made in writing (email or post) to the Head of Communications and Customer Relations at the contact details provided above.

In the situation where an Assistant Chief Executive acted as Investigating Manager, the appeal will be dealt with by the Chief Executive of the Health and Safety Authority. Such a review by an Assistant Chief Executive (or the Chief Executive where appropriate) will be completed within twenty working days.