



THE LABOUR COURT
An Chúirt Oibreachais

Complaints Procedures 2022-2024

Updated September 2022

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1. Our commitment

The Labour Court is committed to promoting quality, openness and transparency in the delivery of our services. We welcome your feedback and will deal with your comments and complaints thoroughly, fairly and promptly.

If you are not satisfied with the standard of service you receive, or if you feel improvements could be made, please let us know.

We define a complaint as an expression of dissatisfaction concerning the provision of a service or services by the Labour Court, as laid out under the commitments in our Customer Charter and Customer Service Action Plan.

If you have a cause for complaint as regards the administrative actions of the Court, it should be directed initially to the relevant area in Labour Court Administration Section. Staff there will try to deal with the issue without delay or, if the complaint does not relate to a service provided by us, direct you to the appropriate body. If you do not know the name of the person in the section to contact, or if you are unsure which body you should make your complaint to, contact HEO – General Administration.

If the staff of the section cannot resolve your complaint, or you are unhappy with their response, you can make a formal complaint to the HEO – General Administration, who will investigate the complaint on your behalf.

2. What issues come within scope of the complaints procedures

Customers who wish to complain about the quality of customer service provided by the Labour Court can submit a complaint under our Complaints Procedures.

For example, complaints may relate to:

- Responses to letters/emails not being issued within accepted timeframes;
- Difficulties experienced in contacting us;
- Incorrect information provided by us;
- Your belief that the way you were treated fell below acceptable standards of professionalism and courtesy.

3. What issues do not come within the scope of the complaints procedures

The complaints procedures do not cover a Recommendation/Decision/Determination/Order made by the Labour Court. Employment rights determinations are appealable on a point of law only to the High Court. The complaints procedures also do not cover the conduct of a hearing of the Court or decision making by the Chairman in exercise of his or her statutory functions and management of the Court's hearing schedule. Any matter arising from the conduct of the hearing or decision making by the Chairman in exercise of his or her statutory functions and management of the Court's hearing schedule may be raised with the Chairman by writing to:

**Office of the Chairman
The Labour Court
Lansdowne House**

**Lansdowne Road
Dublin 4
D04 A3A8**

4. How to make a complaint

- Complete the Make a Complaint form available at <https://www.labourcourt.ie/en/publications/customer-charter/>
- Email the form to info@labourcourt.ie and please mark it FAO of HEO – General Administration or post it to HEO – General Administration, The Labour Court, Lansdowne House, Lansdowne Road, Ballsbridge, Dublin 4, D04 A3A8.

5. What happens when we receive a formal complaint

We will deal with your complaint properly, fairly and impartially. We will acknowledge your complaint within 5 working days and respond within 15 working days. When this is not possible, we will contact you and tell you when we expect to give you a full response.

6. What happens if I am not satisfied

If you are not happy with the response you can seek a review by:

- Completing the Complaints Review Form available at <https://www.labourcourt.ie/en/publications/customer-charter/>
- Emailing the form to info@labourcourt.ie and marking it FAO AP - Head of Administration, or posting the form to AP - Head of Administration, The Labour Court, Lansdowne House, Lansdowne Road, Ballsbridge, Dublin 4, D04 A3A8.
- **You must seek this review within 15 working days of the notification date** on the response you received from the Labour Court dealing with your original complaint.

7. What happens when we receive a Complaints Review Form

We will acknowledge your complaint within 5 working days and respond within 15 working days. When this is not possible, we will contact you and tell you when we expect to give you a full response.

8. Making a complaint under the Disability Act 2005

Sections 25, 26, 27 or 28 of the Disability Act 2005 relate to access by persons with disability to:

- the Labour Court's public facilities;
- Labour Court's services;
- services supplied to the Labour Court; and
- information.

If you feel that the Labour Court has not complied with any of these sections, you may make a complaint **in writing** in accordance with Section 38 of the Disability Act 2005.

8.1 How to make a complaint under the Disability Act 2005

- A complaint may be made by a person, or through his or her: spouse/partner, parent or relative; guardian or a person acting in loco parentis to that person; legal representative; a personal advocate, assigned by the Citizens Information Board to represent that person or by someone advocating on behalf of that person with his or her consent.
- **A complaint must be made in writing** which can include e-mail, and should provide all your contact details, or the contact details for whoever is making the complaint on your behalf.
- The complaint should state that it is a complaint under Section 38 of the Disability Act 2005 and should, in so far as it is possible, set out clearly the grounds for the complaint which should relate to the failure of the Court to provide access to its public buildings, services, services supplied to the Court or information.

The complaint **must** be made to:

Chairman
The Labour Court
Lansdowne House
Lansdowne Road
Dublin 4
D04 A3A8
Email: info@labourcourt.ie

8.2 How the Court will investigate a complaint under the Disability Act

An Inquiry Officer will be appointed on receipt of a complaint.

8.3 Our Inquiry Officer

In accordance with section 39(1) of the Disability Act 2005, the Chairman, as head of the Labour Court, may authorise an Inquiry Officer to investigate complaints. An Inquiry Officer will be independent in the performance of his/her functions. An investigation conducted by an Inquiry Officer will be conducted in private.

8.4 What the Inquiry Officer will do

- On receipt of the complaint, referred by the Chairman, the Inquiry Officer will acknowledge receipt to the person who made the complaint.
- The Inquiry Officer will examine the complaint to establish if it relates to an alleged failure by the Labour Court to comply with Sections 25, 26, 27 and 28 of the Disability Act, 2005. Where the Inquiry Officer considers that the complaint is frivolous or vexatious, he or she will notify the Chairman and the person who made the complaint to that effect. Otherwise he or she will investigate the complaint.
- The Inquiry Officer may request further information/details from the person who made the complaint and may require that such information/details be furnished within a specified time.
- If you do not provide this information the Inquiry Officer will go ahead with the investigation.
- The Inquiry Officer may consult with all parties which he or she considers appropriate regarding the matter.

- In the course of the investigation the Inquiry Officer may undertake interviews with such persons which he or she considers appropriate, including the person who made the complaint, to gather all the information needed to reach a decision.
- The Inquiry Officer will keep a written record of his or her investigation.
- The Inquiry Officer will prepare a written report of the results of the investigation setting out his or her findings together with a determination in relation to:
 - Whether there has been a failure by the Labour Court to comply with the relevant provisions of the Disability Act, 2005 and,
 - if such a determination indicates that there has been such a failure, the steps required to be taken by the Labour Court to comply with the provision(s) concerned.

The Inquiry Officer will send a copy of his or her report to our Chairman and the person who made the complaint. This report will end the investigation of your complaint within the Labour Court.



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MAKE A COMPLAINT FORM

Please read Labour Court's Complaints Procedures 2019-2021

Name:	
Address:	
Contact no:	
Email address:	
Please outline your complaint giving dates and copies of any documentation, where appropriate	
Please explain what steps you have taken, together with dates, to resolve your complaint	
Please explain why you are dissatisfied with the response you have received	

Signed: _____ Date: _____

For further information, please contact

HEO – General Administration
The Labour Court
Lansdowne House
Lansdowne Road
Dublin 4
D04 A3A8



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COMPLAINTS REVIEW FORM

Please read Labour Court's Complaints Procedures 2019 – 2021

Name:	
Address:	
Contact Tel No:	
Email Address:	
Please explain why you are not satisfied with the response that you have received to date from us in relation to the steps we have taken to deal with your complaint.	
Please provide any additional background information that you feel may be of relevance.	

Signed: _____ **Date:** _____

For further information, please contact

HEO – General Administration
The Labour Court
Lansdowne House
Lansdowne Road
Dublin 4
D04 A3A8