THE LABOUR COURT
An Chúirt Oibreachais

Complaints Procedures

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1. Our Commitment

The Labour Court is committed to promoting quality, openness, transparency and respect in the delivery of our services.

We welcome feedback from all service users and will deal with comments and complaints thoroughly, fairly, impartially and promptly, in line with the commitments set out in our Customer Charter and Customer Service Action Plan.

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

A complaint is defined as an expression of dissatisfaction concerning the provision of a service by the Labour Court, including where the standard of service received falls short of the commitments outlined in our Customer Charter.

Where possible, complaints will be addressed at source. If you have a concern regarding an administrative matter, you should in the first instance contact the Labour Court Administration Section. Staff will seek to resolve the matter promptly or if the complaint does not relate to a service provided by us, direct you to the appropriate body.

If you are unsure who to contact, you may contact the HEO – General Administration at info@labourcourt.ie and your query will be directed to the relevant person.

If the matter cannot be resolved at this stage, or you are dissatisfied with the response received, you may make a formal complaint.

2. What Issues Are Within Scope of the Complaints Procedures

Complaints procedures apply to matters relating to the quality of administrative and customer service provided by the Labour Court.

Examples may include:

- Responses to letters/emails not being issued with accepted timeframes
- Difficulties in contacting the Labour Court
- Provision of unclear or incorrect information by Labour Court administration
- A perceived lack of courtesy, professionalism or respect in interactions
- Issues relating to accessibility or customer experience

3. What Issues Are Outside Scope

The complaints procedure does not apply to:

- A Recommendation, Decision, Determination or Order of the Labour Court
- If you think an employment rights decision/determination is incorrect, you may wish to appeal that decision. You cannot challenge the decision/determination through this procedure. Employment rights decisions/determinations are appealable on a point of law only to the High Court.

- Complaints relating to the conduct or management of Industrial Relations hearings.
- Complaints relating to the conduct of an employment rights hearing of the Court or decision making by the Chairman in exercise of his or her statutory functions and the administration of justice
- Case management decisions, including scheduling, postponements or adjournments

Such matters cannot be reviewed or determined through the Labour Court's customer service complaints procedures as employment rights cases are quasi-judicial in nature and may be subject to judicial review.

If your concern relates to a function of the Court that is not covered by this complaints procedure and cannot be addressed through an appeal, you may write to:

Office of the Chairman
The Labour Court
Lansdowne House
Lansdowne Road
Dublin 4
D04 A3A8

4. How to Make a Complaint

You can submit a formal complaint by:

- Completing the **Make a Complaint Form** available on the Labour Court website
- Emailing the completed form to **info@labourcourt.ie** or posting the form to:

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

5. What Happens When We Receive a Complaint

We will:

- Acknowledge your complaint within 10 working days
- Provide a response within 20 working days, where possible
- Inform you if additional time is required and provide an updated timeframe

All complaints will be handled in a fair and objective manner.

6. What Happens if I Am Not Satisfied

If you are not satisfied with the outcome, you may request a review by:

- Completing the Complaints Review Form available on the Labour Court website

- Emailing it to info@labourcourt.ie or posting the form to:

AP – Head of Administration
The Labour Court
Lansdowne House
Lansdowne Road
Ballsbridge, Dublin 4
D04 A3A8

A review must be requested within **15 working days** of the initial response.

7. Complaints Review Process

We will:

- Acknowledge your review request within 10 working days
- Provide a response within 20 working days, where possible
- Notify you where a longer timeframe is required

8. Complaints Relating to Accessibility and Disability

8.1 Making a Complaint under the Disability Act 2005

Under Sections 25–28 of the Disability Act 2005, the Labour Court must ensure appropriate access to:

- Public buildings
- Services provided
- Services supplied on its behalf
- Information

If you believe the Labour Court has failed to comply with these obligations, you may make a complaint under **Section 38 of the Disability Act 2005**.

8.2 How to Make a Disability Act Complaint

A complaint may be made:

- By the person concerned or a representative acting on their behalf
- In writing (including email)
- With sufficient detail outlining the nature of the issue

The complaint should:

- State that it is made under the Disability Act 2005
- Clearly outline the issue concerned

Submit to:
Office of the Chairman
The Labour Court
Lansdowne House
Lansdowne Road
Dublin 4
D04 A3A8
Email: info@labourcourt.ie

8.3 Investigation Process

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 their functions. An investigation conducted by an Inquiry Officer will be conducted in private.

The Inquiry Officer will:

- Acknowledge receipt of the complaint
- Assess whether it falls within the scope of the Act
- Seek further information if required
- Consult relevant parties
- During the investigation, the Inquiry Officer may interview relevant persons, including the complainant, where necessary to inform their decision
- Maintain a written record of the investigation

8.4 Outcome

The Inquiry Officer will issue a written report outlining:

- Findings of the investigation
- Determination on whether there has been a failure by the Labour Court to comply with the relevant provisions of the Disability Act, 2005
- Any actions required to address the issue

The Inquiry Officer will send a copy of their report to the Chairman of the Labour Court and the complainant. This report will end the investigation of a complaint within the Labour Court.

If you are not satisfied with our response, you can refer your complaint to the Office of the Ombudsman. For further information, see:

Make a Complaint (ombudsman.ie)

You can also write to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773, or call 01 636 5600 if you have any queries.

8.5 Procedure Review

This procedure may be reviewed and amended from time to time to reflect changes in legislation, organisational requirements or best practice. Any revised version will take effect from the date of its publication.