



## **Office of the Refugee Applications Commissioner**

### **Customer Complaints Procedure**

## **Our Commitment**

We are committed to promoting quality, openness and transparency in the delivery of our services to you. If you are not satisfied with the standard of service you received from our Office or from any of our staff, you may complain to us in writing and we will investigate your complaint promptly, thoroughly and fairly.

We will also make sure that the cause of the complaint is put right and that it is not repeated in the future.

## **What issues are covered by the complaints procedure?**

Our complaints procedure covers:

- delays
- mistakes
- poor customer service.

## **What issues are not covered?**

Our complaints procedure does not cover:

- complaints made before January 2004;
- decisions in relation to your application for a declaration of refugee status<sup>1</sup>;
- complaints about matters which are, or have been, before the Courts.

## **How do I make a complaint?**

1. Contact our Customer Liaison Officer and ask for a Complaints Form. You may contact us by;

fax: (01) 638 8385

post: Customer Liaison Officer  
Office of the Refugee Applications Commissioner  
79/83 Lower Mount Street  
Dublin 2

e-mail: Oracmail@orac.ie.

You may also download a Complaints Form from our website, [www.orac.ie](http://www.orac.ie).

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<sup>1</sup> To appeal a decision regarding your application for refugee status, you should contact the Refugee Appeals Tribunal, 6-7 Hanover Street East, Dublin 2, Tel: 474 8400, Email: [info@refappeal.ie](mailto:info@refappeal.ie)

2. Complete and sign the Complaints Form and return it to us in the FREEPOST envelope which you received with the Form. Please note that:

- We only accept written complaints;
- We will return any forms which are incomplete or unsigned; and
- If you visit our office to make a complaint in person, we will give you a Complaints Form and ask you to put your complaint in writing.

### **Must I use the official Complaints Form?**

No. We will accept a written complaint that is not on the official Complaints Form, provided it is signed by you and contains all the information necessary to investigate your complaint. However, we would encourage you to use the official Complaints Form so that all relevant information is provided.

### **Can anyone else make a complaint on my behalf?**

Yes. We will accept a complaint made on your behalf by your lawyer. We will also accept complaints made on behalf of a child by the child's legal guardian.

### **Is there a time limit to filing a complaint?**

Yes. Generally speaking, you must make your complaint within six months of the event about which you are complaining.

### **What about a complaint in another language?**

You may complete the Complaint Form in the language which is most convenient for you.

### **If I make a complaint will this have any effect on my application for a declaration as a refugee?**

The processing of your application for a declaration as a refugee will not be affected by the making of a complaint. Both will be dealt with separately and have no impact on each other.

### **What will you do with my complaint?**

When we receive your written complaint, we will:

- Write to you within 5 working days to let you know we have received your complaint;
- Investigate your complaint thoroughly;
- In most cases, send you a full reply within 20 working days. If this is not possible, we will send you regular updates about the progress of your complaint;
- Where appropriate, address the issue raised in your complaint.

### **What if I'm not satisfied with the reply I receive?**

If you are not satisfied with our reply, you may ask for a review. However, you must ask for the review within 10 working days from the date of the reply. We will not consider applications for review outside of this 10 day time limit.

### **How do I request a review?**

You may ask for a review by writing to the Customer Liaison Officer. You should quote your complaint reference number (you will find this on the letter you received from us) and explain why you are not satisfied with the reply you received.

### **How will my application for review be handled?**

- We will write to you within 5 working days to let you know that we have received your application for review.
- A different official will review your complaint.
- We will write to you within 20 working days and let you know the outcome of your request for review. If we cannot respond in this time, we will send you regular updates about the progress of your application for review.

## Complaints Form

**Ref. No.** \_\_\_\_\_ ( if applicable)

**Name:**

**Phone:**

**Postal Address:**

**Email Address:**

Please tell us about your complaint. Give as much detail as you can such as dates and copies of relevant documents. You may use additional pages if you need to.

Please tell us the name of the Unit and official(s) with whom you dealt.

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

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

**For official use only**

**NB The processing of your application for a declaration as a refugee will not be affected by the making of a complaint.**