

## Appendix 5: OPW Complaints/Appeals Procedure

### HOW TO MAKE A VALID COMPLAINT

#### Step 1.

Heritage Sites: If your complaint is about service delivery at an OPW Heritage site, it should be made directly to the Guide/Supervisor Guide at that site, and they will deal with your query directly. If there are no Guide staff on site, you can contact the admin staff responsible for that site by using the contact details given in [Appendix 1](#). If having raised the matter with the site it remains unresolved, and relates to a service the OPW has undertaken to provide, you can refer it to **customerfeedback@opw.ie** for further attention.

Other OPW Services: If you wish to make a complaint about any other aspect of service that the OPW has undertaken to provide, you should email **customerfeedback@opw.ie**. Your correspondence will be directed to the Customer Service Officer (CSO) for the relevant Business area (see [Appendix 6](#)) who will deal with the matter.

#### Step 2.

If you have followed Step 1 above and you can demonstrate that the response to your complaint has failed to address the issue, you can submit your complaint for review to **policy@opw.ie**. If it meets the appeal criteria (see [Appendix 7](#)) it will be reviewed by an appropriate senior staff member (Review Officer).

### HOW TO MAKE AN APPEAL:

If you remain unhappy with the response received from the OPW, you can make an appeal to the Office of the Ombudsman by:

Clicking on the 'Make a Complaint' link at [www.ombudsman.ie](http://www.ombudsman.ie).

You can write to the Ombudsman at:

Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2 D02W773.

You may also contact their office by telephone on (01) 639 5600.

The Ombudsman has statutory authority to examine a complaint in relation to a decision of a public body where a complainant has taken reasonable steps to seek redress from the public body and has failed to obtain it.