NSAI

Complaints and Appeals Handling Procedure

How NSAI deals with your complaint or appeal

Revision 2 – January 2016
Our Commitment

Guided by our organisational values we are fully committed to providing our customers with an efficient, timely, professional and courteous service. If, for any reason, you are not satisfied with any aspect of our services or you believe the services we provided or that were provided on our behalf fall short of what you expected, you have a right to make a complaint. We promise we will deal with your complaint in a thorough, fair and timely manner. If we have made a mistake we will apologise and do our best to put things right.

Our values:

- We recognise the importance, and encourage the continuous honing, of our technical expertise to ensure we are always abreast of developments
- We ensure a consistent and positive approach in our work through the dedication and enthusiasm of our staff
- We protect our impartiality which guarantees no predisposition in our work or in our dealings with business and public alike
- We respect our customers and demonstrate an engaging and respectful approach always
- We see pride in our work as a byword for excellence with each of us responsible for the highest of standards
- We value thoroughness in all our work which has to stand the test of time and take into account all known variables

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1 This complaints handling procedure does not affect any statutory right of complaint applicable to your particular circumstances.
Making a Complaint

You can make an informal or formal complaint depending on the nature of your grievance. All complaints and appeals are dealt with in confidence.

Informal Complaints

Informal complaints are those which we can, for the most part, deal with ‘on-the-spot’ or provide a solution within a short time delay, usually of no more than 24 hours. If your complaint, although informal is complex in nature it may take longer to respond, in which case you will be told about the delay.

Because informal complaints tend to be less serious in nature we will not usually carry out an investigation. The staff member you contact will do all they can to help you to resolve the issue, or if the matter cannot be resolved to your satisfaction, they will explain what went wrong and why this led to your dissatisfaction.

We value your feedback and if your complaint is about our systems or procedures we will note your views and give them consideration when we next review our processes. We will normally not contact you on the outcome of an informal complaint, but you can be assured that your concerns will be forwarded to the appropriate manager.

Formal Complaints

Formal complaints are those of a more serious nature and usually require a thorough investigation by a senior staff member. It is preferable that formal complaints are made in writing, by post or email, but if you prefer you can make a formal complaint by phone or in a face to face meeting with one of our staff.

A complaint about a staff member will be treated as a formal complaint unless you specifically request that it to be treated informally.

A formal complaint, whether made in writing or not, will be acknowledged in writing within ten working days of receipt. We will carry out the investigation of your complaint as quickly as possible and aim to have a full response within twenty working days. If we are not able to resolve the matter within that time,
we will keep you informed of progress and let you know the reason for the delay and set a revised timescale.

The issues leading to formal complaints are closely monitored as part of our quality management system to ensure the necessary changes can be made to our processes to prevent such complaints from reoccurring.

**Overview of our Complaints Handling Procedure**

<table>
<thead>
<tr>
<th>Informal</th>
<th>Formal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generally verbal but can be in writing</td>
<td>Generally written but can be verbal</td>
</tr>
<tr>
<td>Dealt with by frontline customer contact staff</td>
<td>Dealt with by a senior staff member</td>
</tr>
<tr>
<td>Can be resolved easily, and more often immediately or within 24 hours</td>
<td>Needs further investigation</td>
</tr>
<tr>
<td>Less serious impact on complainant</td>
<td>Serious impact on complainant</td>
</tr>
<tr>
<td>No need for further follow up with complainant</td>
<td>Requires follow-up with complainant as part of investigation and/or to report outcome</td>
</tr>
</tbody>
</table>
Help Us to Help You

In order to help us to provide the best service we can, it would help us greatly in dealing with your complaint if you could:

- Quote any relevant reference numbers when you telephone us, or on any written correspondence.
- Provide your name, address and a daytime telephone number or email address on your correspondence or when requested.
- Give us as much detail and clear information as possible about your complaint.
- Treat our staff with courtesy and with respect.

What we do not consider to be a complaint

Customers contact us for a variety of reasons, for example:

- A request for information about our services or activities.
- An appeal against a decision taken as part of our operations.
- A request for information about any policy decision we make.
- An enquiry about your payment account.
- Information you wish to pass on to us where you believe there may be a breach of the legislation we enforce.
- A request for explanation of your legal obligations in relation to our enforcement work.

If you contact us on any of these issues we will do our very best to help you but we will not treat these types of contacts as complaints.
How to Make a Complaint

Informal complaints can be made by phone or in writing by mail, fax or email. It is preferable that formal complaints are made in writing, by post or email, but if you prefer you can make a formal complaint by phone or in a face to face meeting with one of our staff.

Customer Service Administrator
National Standards Authority of Ireland
1 Swift Square
Northwood
Dublin 9
D09 AOE4

Tel: +353 1 807 3800
Email: info@nsai.ie

Our head office is open to the public -

Monday to Thursday: 9.15 h to 13.00 h and 14.00 h to 17.15 h
Friday: 9.15 h to 13.00 h and 14.00 h to 17.00 h

Appeals

If you are not satisfied with the decision taken as a result of investigation of your complaint you can apply to have the decision reviewed by a senior staff member through our appeal process.

After investigation the senior staff member will inform you of their decision on your appeal.
Complaints Review

Ombudsman Review

From 1 May 2013 NSAI falls within the remit of the Office of the Ombudsman. If you believe you have been adversely affected by an action taken by NSAI, on or after 1 May 2013, and are dissatisfied with the outcome of the NSAI complaints investigation process, you may seek an external investigation of your complaint.

Complaints should be made directly to the Ombudsman at:

Office of the Ombudsman
18 Lower Leeson Street
Dublin 2
D02 HE97

Tel: +353 1 6395689
Lo-call: 1890 223030
Fax: +353 1 6395674
Email: ombudsman@ombudsman.gov.ie

Ombudsman for Children Review

From 1 May 2013 NSAI falls within the remit of the Ombudsman for Children. If you believe a child (a person under 18 years of age) may have been adversely affected by an action taken by NSAI, on or after 1 May 2013, and are dissatisfied with the outcome of the NSAI complaints investigation process, you may seek an external investigation of your complaint.

Complaints should be made directly to the Ombudsman for Children at:

Ombudsman for Children Office
Millennium House
52-56 Great Strand Street
Dublin 1
D01 F5P8

Tel: +353 1 865 6800
Complaint line: 1800 20 20 40
Email: oco@oco.ie
NSAI Offices and Contact Details

**Head Office**
National Standards Authority of Ireland  
1 Swift Square  
Northwood  
Santry, Dublin 9  
D09 AOE4

**Tel:** +353 1 807 3800  
**Email:** info@nsai.ie  
**Website:** www.nsai.ie

**NSAI National Metrology Laboratory**  
Griffith Avenue Extension  
Glasnevin, Dublin 9,  
D11 E527

**NSAI Regional Centre**  
Plassey Park Road  
National Technology Park  
Castletroy, Limerick,  
V94 X6X0

**NSAI Regional Centre**  
Ballybrit Business Park,  
Ballybrit, Galway  
H91 NX52

**NSAI Legal Metrology,**  
Rossa Avenue,  
Bishopstown, Cork  
T12 YA37

**NSAI Legal Metrology,**  
IDA Industrial Estate,  
Poppintree,  
Dublin 11  
D11 DV70

**NSAI Legal Metrology,**  
IDA Business Park,  
Coe's Road, Dundalk, Co Louth  
A91 EY29

**NSAI Legal Metrology,**  
Finisklin Industrial Estate,  
Sligo  
F91 W314

**NSAI Legal Metrology,**  
IDA Industrial Estate,  
Northern Extension, Cork Rd, Waterford  
X91 HD59