



**An Roinn Caiteachais
Phoiblí agus Athchóirithe**
Department of Public
Expenditure and Reform

Seirbhís Chúnaimh
d'Fhostaithe na Státséirbhíse



Civil Service Employee
Assistance Service

Civil Service Employee Assistance Service

Complaints Procedure

Civil Service Employee Assistance Service
Department of Public Expenditure and Reform
www.cseas.per.gov.ie

September 2020

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The Civil Service Employee Assistance Service (CSEAS) is committed to providing a high quality customer service to all service users. We are always happy to obtain feedback and view it as an opportunity to continuously review and improve our policies and service delivery, where appropriate.

Where it arises that a CSEAS service user feels dissatisfied with some aspect of his/her dealings with the CSEAS, this may be brought to our attention in order that the matter can be resolved. All complaints will be dealt with promptly, fairly and impartially.

Complaints should be brought to our attention within 10 working days from the date on which the issue arises.

Making a Complaint

INFORMAL PROCESS

It is our policy to try to resolve matters on an informal basis where possible.

In the first instance, you should advise the CSEAS staff member you are dealing with of your concerns. He/she will endeavour to work through the issue with you to reach a satisfactory resolution. The means of informal resolution could comprise, for example:

- a discussion between the CSEAS staff member and the complainant about what occurred with a view to responding appropriately to the concerns of the complainant
- a written response with an explanation for the action/approach taken by the CSEAS staff member
- and/or an acknowledgement, where appropriate, that the issue(s) brought to the attention of the CSEAS by the complainant will be a valuable contribution towards the ongoing review and improvement of our policies and service delivery

FORMAL PROCESS

If you are dissatisfied with the outcome of the informal process, or wish to move directly to the formal process, you may do so by using the form at Appendix 1 and return it to the CSEAS manager.

The CSEAS manager will examine the complaint, review the case, speak with the complainant and the EAO, and issue a written decision. It is expected that the decision should be made within 4 weeks of receipt of the request for a formal complaints process.

Recommendations for internal procedure improvement will be made where appropriate.

If the complaint relates to the CSEAS manager, this can be sent to the appropriate senior manager, normally the Principal Officer in the Department of Public Expenditure and Reform with responsibility for the CSEAS.

Appeal Process

If you are not satisfied with the decision reached by the CSEAS manager, you may appeal within 15 working days to the Principal Officer in the Department of Public Expenditure and Reform with responsibility for the CSEAS who will appoint a reviewer, external to the CSEAS, to undertake a review. The outcome of this review will be the final decision on the issue. Any conflict of interest will be declared by the reviewer.

Timeframes

If for any reason the stated timeframes cannot be met, this will be communicated to the complainant and the reasons for any delays explained.

Records

We will keep records of complaints separate from other records.

Dismissal of Complaints

The complaints process will not be proceeded with where it is found that:

- the complaint is malicious or vexatious
- the complainant's behavior is unreasonable
- the complaint is anonymous
- the complaint is a repeat complaint, unless supported by new or further information/evidence that warrants consideration

A recommendation for dismissal of a complaint will be made by the manager, when it is considered appropriate. The recommendation will be considered, and a decision made, by the Principal Officer in the Department of Public Expenditure and Reform with responsibility for the CSEAS.

Appendix 1: Formal Complaint Process Request Form

Date:	
Name:	
Department:	
Address:	
Phone number:	
Email address:	
CSEAS staff member:	
Summary of complaint:	
How would you like to see your complaint resolved?	
Signed:	

Please return completed form by post to the CSEAS Manager, 4th Floor, St. Stephen's Green House, Earlsfort Terrace, Dublin 2 D02 PH42

OR by email to susan.clarke@per.gov.ie



Rialtas na hÉireann
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