

Waterways Ireland Customer Complaints Procedure

1. In the first instance **queries** about services, facilities or staff should be addressed at the next point of contact with a Waterways Ireland staff member. If not satisfied by the response a more senior officer should be sought to resolve the query.

2. If unhappy with the solution presented, please make an **informal complaint** by completing this online form (<https://www.waterwaysireland.org/contact-us/enquiries>) which will be sent directly to the relevant office.

3. In the event that a satisfactory resolution has not been found, a **formal written complaints** procedure can be implemented. Please write and send by post to the Customer Services Co-ordinator, Somerview House, Old Dublin Rd, Carrick-on-Shannon, Co Leitrim or email to corporate@waterwaysireland.org giving your full contact details and the details of the complaint. The Customer Services Co-ordinator will acknowledge receipt and request a report on the matter. A written response will be issued within 20 working days or an extension will be requested.

If unhappy with the response provided, an appeal can be submitted in writing to the Waterways Ireland Chief Executive, 2 Sligo Rd, Enniskillen, Co Fermanagh, BT74 7JY. A written response will be issued within 20 working days or an extension will be requested.

4. Should you remain unhappy with this outcome, you have the right to bring the matter to the attention of the Northern Ireland Ombudsman or the Office of the Ombudsman (Ireland). They welcome phone, email or written complaints.