

Your Comment or Complaint. If a complaint, please outline the circumstances giving dates and copies of any documentation, where appropriate

Please explain what steps you have taken, together with dates, to resolve your complaint with the unit/section concerned

Please explain why you are dissatisfied with the response you have received

Signature: _____

Date: _____

Please return form to: (Or send an e-mail to:
CEA
customerservice@cea.gov.ie)
16 Parnell Square East,
Dublin 1,
D01 W5C2.

(Use further sheets if necessary)

The information in this leaflet is for guidance only, and does not purport to be an interpretation of any legislation. Should you require further assistance in relation to making your complaint, please contact the Corporate Enforcement Authority at

16 Parnell Square, Dublin 1, D01 W5C2

e-mail customerservice@cea.gov.ie

Tel. (01) 858 5800

Fax. (01) 858 5801



Údarás Forfheidhmithe Corparáideach
Corporate Enforcement Authority



Údarás Forfheidhmithe Corparáideach
Corporate Enforcement Authority

Customer Comments and Complaints Form

Our Customer Complaints Procedure is in place to rectify issues such as mistakes, delays, or poor customer service. If you are dissatisfied with the service you receive from the CEA, please let us know as soon as possible.

For written complaints, this Customer Comments and Complaints Form should be used. The completed form should be posted to CEA, 16 Parnell Square East, Dublin 1, D01 W5C2. You may also e-mail your complaint to customerservice@cea.gov.ie

Please note that the CEA Complaint Form available on the website is to be used for reporting suspected breaches of Company Law only.

Key Principles of CEA's Customer Charter

1. Quality Service Standards

Publish a statement that outlines the nature and quality of service which the customer can expect, and display it prominently at the point of service delivery.

2. Equality/Diversity

Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community). Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.

3. Physical Access

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

4. Information

Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publication. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

5. Timeliness and Courtesy

Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer.

Give contact names in all communications to ensure ease of ongoing transactions.

6. Complaints

Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.

7. Appeals

Similarly, maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

8. Consultation and Evaluation

Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.

9. Choice

Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

10. Official Languages Equality

Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

11. Better Co-ordination

Foster a more co-ordinated and integrated approach to delivery of public services.

12. Internal Customer

Ensure that employees are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues

Customer Complaints Procedure

Our Customer Complaints Procedure is in place to rectify issues such as mistakes, delays, or poor customer service, and relates only to our dealings with our customers. The Customer Complaints Procedure does **not** relate to

- Matters of Policy;
- Decisions by Officers in pursuance of their duties under the Companies Act 2014;
- Matters the subject of litigation;
- Complaints regarding a professional dealing with a company (e.g. Auditors, Liquidators, etc.) – these complaints should be made to the relevant representative body;
- Suspected breaches of Company Law - complaints of this type should be notified to the Authority using the CEA Complaints Form (available at www.cea.gov.ie).

Our Commitment to Our Customers

If you are dissatisfied with the service you receive from CEA, please let us know as soon as possible. Your complaint will be dealt with promptly and fairly, without prejudice to other dealings you may have with the Authority.

- All complaints received will be acknowledged within 5 working days.
- Complaints will be investigated by an officer not involved in the matter the subject of the complaint. Unless the complainant wishes otherwise, the complaint will be treated in confidence.
- You will normally receive a full response within 20 working days (in the case of a more complex matter, you will be informed of any delay that may arise in responding to your complaint).
- If your complaint is found to be the fault of the Authority or an official of the Authority, we will rectify the matter as swiftly as possible and offer an apology and explanation. We will also review procedures to avoid a recurrence of the problem.



Údarás Forrheidhmíthe Corparáideach
Corporate Enforcement Authority

Customer Comments and Complaint Form

Please complete all sections of this form using Block Capitals

Name: _____

Address: _____

Daytime Telephone No.: _____

In case of a complaint, please give

(a) the date of the incident: _____

(b) the name of the Official involved:

Please tick if you *do not* wish to have this matter dealt with in confidence