

Title: Teagasc Procedure on How to Make a Complaint

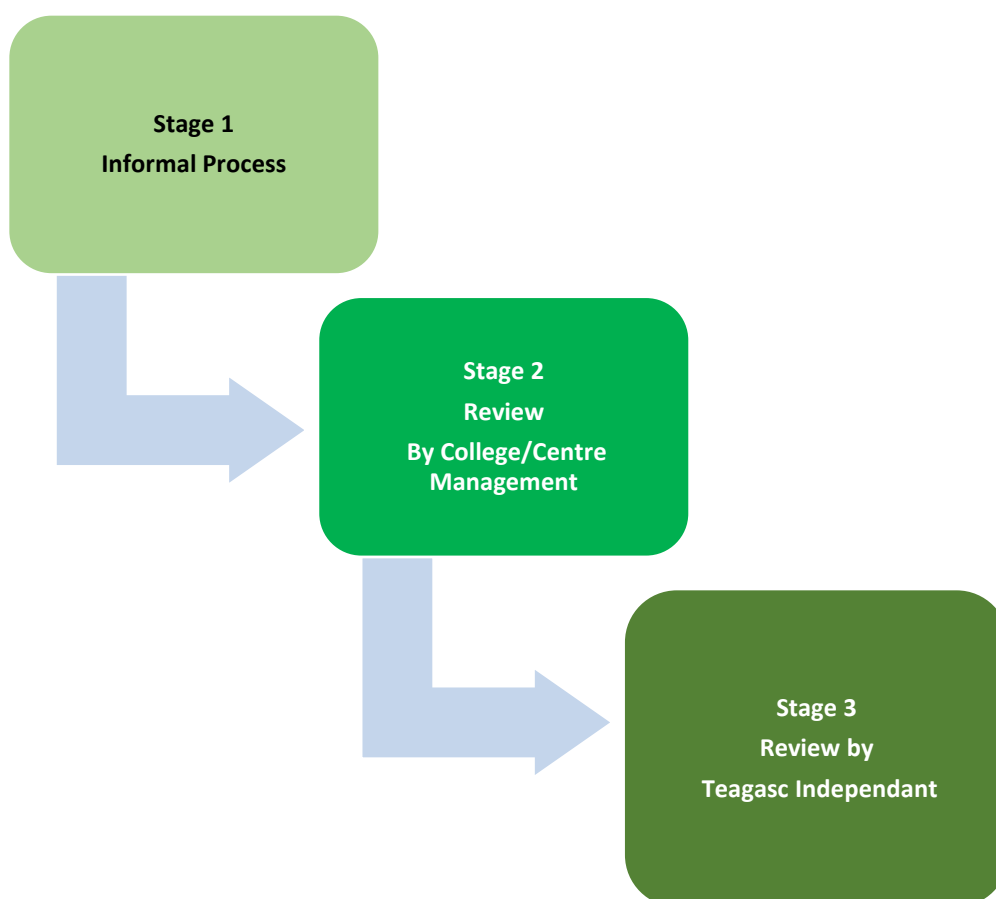
Purpose:

The purpose of this procedure is to outline the procedure information regarding Teagasc Assessment procedures that needs to be provided to learners in order to ensure fair and consistent assessment.

Scope:

This procedure applies to all learners completing further education and training courses provided by Teagasc centres or other centres who deliver Teagasc Programmes whether accredited or unaccredited.

Procedure:



How to make a Complaint

- Tell the staff member you normally deal with that you are not satisfied. You can do this in person, on the phone or in writing.
- If you are not satisfied with the response you receive, you can make a written request for a review of your complaint to the staff member's manager.
- If, having gone through that review process, you are not satisfied, please contact our Quality Customer Service Officer on 059 9170200 or email qcs@teagasc.ie to request a review by an independent Teagasc staff member.
- If you are not satisfied that your complaint has been adequately resolved by the Teagasc customer complaints process, you can contact the Ombudsman, or the Ombudsman for Children if you are under 18.

Office of the Ombudsman 6 Earlsfort Terrace,
Dublin 2, D02W773 Tel: +353 (0)1 639 5600 www.ombudsman.ie
Ombudsman for Children's Office Millennium House,
52-56 Great Strand Street,
Dublin 1,
D01 F5P8 Tel:
Freephone 1800 202040 Email: ococomplaint@oco.ie www.oco.ie

Appendix 1 – Teagasc Education Complaint Form

In completing this Complaint Form, you should consult the Teagasc Complaints Policy.

Procedure. This form should only be completed by learners who wish to pursue a complaint at Stage 2: Formal Review Process.

Details

Name:

Learner ☐ *Host* ☐ *Staff* ☐ *Other* ☐

College/ Centre(if relevant)

Course :

Preferred contact address:

Email:

Telephone:

Please outline the nature of the complaint. You should be specific and fully document your complaint and include dates, locations and witnesses if appropriate.

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Please outline any previous efforts to resolve the matter at Stage 1

How would you like the complaint resolved?

Complainants are advised that it is important to provide correct and accurate information.

Signed: _____

Date: _____

Please return the completed Complaint Form to the College Principal / Regional Manager.