



An
Coimisiún
Pleanála

Customer Service Complaints Policy



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1. Purpose

An Coimisiún Pleanála (the Commission) is committed to delivering a professional, courteous and high-quality customer service. We welcome feedback from our customers and recognise that complaints provide an opportunity to improve the services we provide.

This Policy explains how you can make a customer service complaint, how your complaint will be handled and the standards of service you can expect throughout the complaints process.

For the purposes of this Policy, a working day means Monday to Friday, excluding public holidays.

2. What Does This Policy Cover?

This Policy applies to complaints about the standard of customer service provided by An Coimisiún Pleanála, including:

- delays or failure to respond within published customer service standards;
- the standard of communication or customer care received;
- the quality, accuracy or clarity of information provided;
- administrative errors;
- accessibility of the Commission's services, buildings or information; and
- any other aspect of the Commission's customer service.

This Policy does not apply to:

- decisions made by the Commission in the exercise of its statutory planning functions;
- matters that are subject to statutory appeal, review or judicial review procedures;
- requests made under the Freedom of Information Act, the Access to Information on the Environment Regulations or Data Protection legislation, which are dealt with under separate statutory procedures;

- complaints concerning compliance with the Commission's Code of Conduct, which are dealt with in accordance with the Planning and Development Act 2024; or
- complaints made under section 38 of the Disability Act 2005, which are dealt with by the Commission's [Enquiry Officer](#) under a separate statutory procedure.

Where a matter falls outside the scope of this Policy, we will, where possible, direct you to the appropriate process or point of contact.

3. What Is a Customer Service Complaint?

A customer service complaint is any expression of dissatisfaction about the standard of customer service provided by the Commission.

This may include concerns about how a service has been delivered, the standard of communication received, delays, administrative errors or the accessibility of our services.

This Policy cannot be used to challenge, review or change a planning decision or any other statutory decision made by the Commission. Decisions made by the Commission in the exercise of its statutory planning functions may only be challenged through the statutory processes provided for in the relevant planning legislation.

4. How Do I Make a Complaint?

If you wish to make a complaint about the standard of customer service provided by the Commission, you should submit your complaint in writing to the Customer Service Officer.

Your complaint should include:

- your name, address, email address and a daytime telephone number;
- details of your complaint; and
- the name of the staff member or business area involved, if known.

Complaints should be sent to:

Customer Service Officer,

An Coimisiún Pleanála,
64 Marlborough Street,
Dublin 1,
D01 V902.

Email: customerservice@pleanala.ie

Telephone: (01) 858 8100

LoCall: 1800 275 175

If you require assistance in accessing the Commission's services or require reasonable accommodation to enable you to make a complaint, you may also contact the Commission's Access Officer, who will provide assistance in accordance with the Disability Act 2005. You can contact the [Access Officer](#) by:

Writing to:

Access Officer
An Coimisiún Pleanála
64 Marlborough Street
Dublin 1
D01 V902

Email: accessofficer@pleanala.ie

Telephone: (01) 858 8100

LoCall: 1800 275 175

Complaints relating to access to the Commission's services, buildings or information under section 38 of the Disability Act 2005 should be made to the Commission's Enquiry Officer, in accordance with the statutory procedure. Information on how to make a complaint under section 38 of the Disability Act 2005 is available [here](#).

Please note:

The Commission is committed to maintaining a respectful and safe environment for customers and staff. Customers are expected to engage with the Commission in a courteous and respectful manner. Where behaviour is abusive, threatening or persistently unreasonable, the Commission may manage communications in accordance with our Respectful Engagement Policy.

5. What Happens After I Make a Complaint?

The Customer Service Officer will acknowledge receipt of your complaint within three working days and will administer the complaints process.

Your complaint will be assigned to an appropriate manager or staff member for investigation. The person appointed to investigate the complaint will not have been directly involved in the matter giving rise to the complaint.

The Commission will investigate your complaint fairly, impartially and objectively and will provide a written response within 15 working days, where possible.

If additional time is required to complete the investigation, we will write to explain the reason for the delay and advise you when you can expect to receive our final response.

Information relating to your complaint will be treated confidentially and will only be shared with those who need it for the purpose of investigating and responding to the complaint. Records will be maintained in accordance with the Commission's records management and data protection obligations.

The Commission values customer feedback and will use information arising from complaints to identify opportunities to improve the quality of its services.

6. What If I Am Not Satisfied?

If you are dissatisfied with the outcome of your complaint, you may request an internal review by the Chief Executive Officer.

Your request should be submitted in writing to the Customer Service Officer within 15 working days of the date of the Commission's response. Your request should explain why you are dissatisfied with the outcome and include any additional information you wish to have considered.

The Customer Service Officer will acknowledge your request and refer it to the Chief Executive Officer.

The Chief Executive Officer will either conduct the review personally or appoint an appropriate senior officer, who has had no previous involvement in the complaint, to undertake the review on their behalf.

A written outcome will normally issue within 15 working days of receipt of your review request. Where additional time is required, we will write to explain the reason for the delay and advise you when you can expect to receive a final response.

The outcome of the review represents the Commission's final response under this Policy.

7. Monitoring and Review

The Commission is committed to learning from customer feedback and continually improving the quality of its customer service.

The Customer Service Officer will maintain a record of customer service complaints and monitor complaint trends to identify opportunities for service improvement.

An anonymised summary of customer service complaints, together with any resulting service improvements and recommendations, will be reported periodically to the Executive Management Team.

This Policy will be reviewed every three years, or earlier where required, to ensure that it remains effective and reflects legislative, organisational and operational developments.

8. Related Documents

- [Customer Charter](#)
- [Customer Service Action Plan](#)
- [Strategic Plan 2026-2028](#)
- [Public Sector Equality and Human Rights Duty Implementation Strategy and Action Plan](#)
- [Accessibility Statement](#)
- [Data Protection Policy](#)
- [Freedom of Information \(FOI\) Scheme](#)