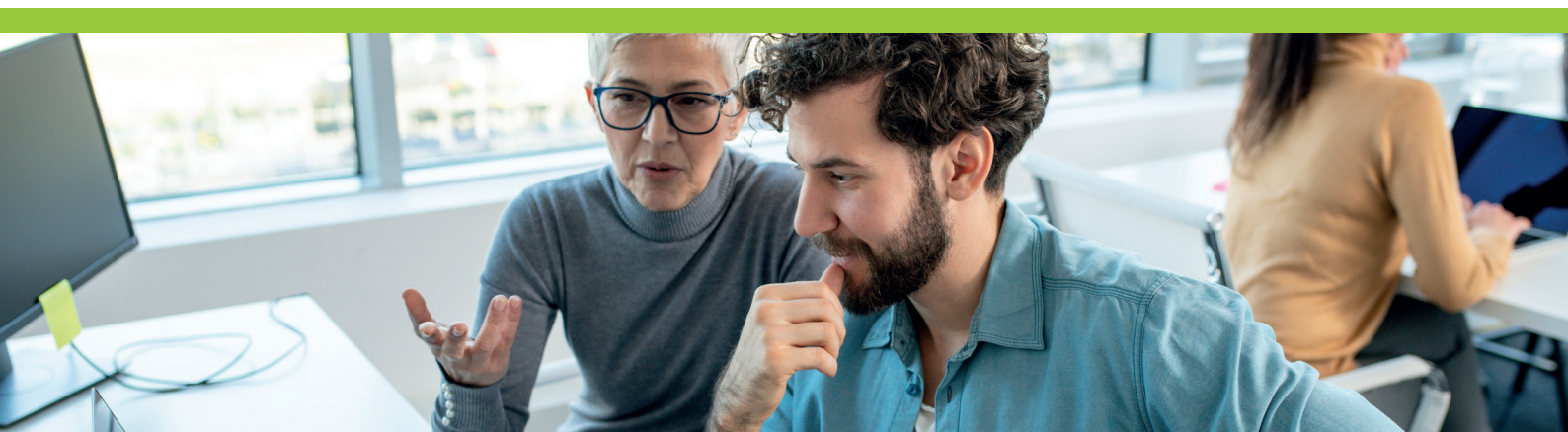


# Help us to improve our service

During your time on the Local Area Employment Service, we aim to deliver a first-class professional experience that supports you on your journey towards employment.



Complaints and compliments are used to improve the service we deliver to you. Our Complaints Procedure is displayed in our centre and on our website and is included in your Welcome Pack. Please follow the steps below to tell us about your experience:

- Let the manager of your centre know as soon as possible; and
- If this is not possible, you can contact our Service Support Team to discuss your experience.

**Letters should be sent to:**

Service Support Centre, Seetec Employment and Skills Ireland, 2nd Floor Riverside Development, Mulhuddart Village, Dublin 15

**Emails should be sent to:** [complaints@seetec.ie](mailto:complaints@seetec.ie)

**Freephone customer services on:** 1800 844 237

- We aim to acknowledge your complaint within three working days and assign an investigating manager who will be happy to assist you.
- We will provide you with a written response within 15 working days, or an update on when to expect an official response if it will take longer.
- If you remain dissatisfied, you can escalate your complaint to a more senior manager within 10 working days of receipt of your response letter.
- Where a complaint remains unresolved, you can request the Department of Social Protection to carry out a review.
- Following the review, if you remain dissatisfied with the outcome, you can refer the matter to the office of the Ombudsman.