



HFA An Ghníomhaireacht
Airgeadais Tithíochta
Housing Finance Agency

Customer Complaints Procedure

Our commitment to Quality Customer Service

The Housing Finance Agency is committed to providing you with a high-quality service.

We work hard to maintain and improve the standard of service we provide and to keep errors to a minimum. However, we recognise that mistakes or delays will occasionally occur. If you are not satisfied with the service we provide, you should let us know so that we can improve. We welcome your feedback and will deal with your complaints in confidence.

What issues are covered?

This complaints procedure concerns complaints about issues such as delays, mistakes, poor customer service – instances where you did not receive the quality service to which you feel you are entitled.

Our standards for dealing with complaints

- We will treat your complaint properly, fairly and impartially.
- We promise that making a complaint will have no implication for your dealings and contacts with the Agency.
- An officer of the Agency other than those involved in the original decision or action will carefully examine your complaint.
- Correspondence about your complaint will be filed separately from other information held about you in the Agency.
- In general, we will examine and review your complaint and send a reply to you within **10** working days of the receipt of your complaint. Where it is not possible to meet this target, we will inform you and continue to do so until the matter is resolved.
- We will apologise for any mistake, explain what happened and put it right wherever possible.
- We will amend our procedures to ensure improvement in future.

What will it cost?

There is no charge for making a complaint.

How do I make a complaint?

Any individual, company, organisation or association may make a complaint and the steps are as follows:

1. In the first instance, the complaint should be brought to the attention of the staff member concerned, either orally or in writing. The staff member will try to resolve your complaint without delay.
2. If your complaint cannot be resolved by our staff member or if you are not satisfied with the response you received, you should contact the Quality Customer Service Officer who will arrange for your complaint to be investigated. Complaints may be made in writing to:

Ms. Katherina Hammond
Quality Customer Service Officer
Housing Finance Agency
46 St Stephen's Green
Dublin 2

Tel: 01 8725722

Email: cosec@hfa.ie

What information should I provide?

By providing the following information, you will help to speed up the investigation of your complaint:

- Your name and address
- Details of the nature of your complaint.
- The name of the staff member with whom you were dealing
- A contact telephone number, if you would be happy for us to contact you by phone – this may help us to resolve the matter more quickly.

Remember to send us all relevant documentation or correspondence that you may have.