

# CUSTOMER CARE AND COMPLAINTS PROCEDURE

**Leaflet No. 10.**



**LEGAL AID BOARD**

This leaflet is not an interpretation of the law.

## **LEAFLET No. 10**

### **CUSTOMER CARE AND COMPLAINTS PROCEDURE**

#### **Quality of the service provided**

The Board is committed to providing a professional, efficient, and cost effective legal aid service. If any person considers that the standard of service falls below what he/she should reasonably expect to receive, he/she should advise the Board accordingly.

If a person considers that:

- the general service provided by any member of the Board's staff is not satisfactory; or
- the level of service is below what he/she should reasonably expect; or
- he/she has concerns as to the manner in which the service was provided;

he/she should forward a complaint in writing to the Customer Liaison Officer in the Board's Head Office. A response will be issued as quickly as possible.

Persons who are dissatisfied with decisions on their applications for legal aid/advice may have the decision reviewed or may appeal the decision to an appeal committee of the Board. The arrangements for appeals are dealt with in Leaflet Number 12. Withdrawal of Legal Services

#### **Customer Service**

The Board is committed to the provision of a quality service in line with its Customer Service Action Plan. A copy of this plan is available from each law centre on request and/or from the Board's Head Office and/ or website - [www.legalaidboard.ie](http://www.legalaidboard.ie)

#### **Head Office address:**

**Legal Aid Board, Quay Street, Cahirciveen, Co. Kerry**

**Telephone: 066 947 1000**

**Fax: 066 947 1035**

## **Selection of Solicitor / Barrister**

When a person is granted legal advice and/or aid, the Board will nominate a solicitor/barrister for the purpose of providing such legal advice or aid. Alternatively, the Board may refer the person to the private practitioner panel to select a solicitor from that panel.

A person who wishes to change a solicitor/barrister should first notify the Managing Solicitor of the law centre. If the matter is not resolved, the person may write to the Managing Solicitor of the law centre outlining the reasons for requesting the change.

If the matter is not resolved, the person should write to the Board's Head Office at the address shown at the end of this leaflet, again outlining the reasons for requesting the change.

If the Board considers the request to be reasonable in all the circumstances of the case it may consent to the change. However, if the change of solicitor/barrister results in the Board incurring any increased costs, the person may be considered liable for these costs. A decision in relation to costs will be taken at the same time as a decision in relation to a change of solicitor/barrister and the person will be notified accordingly.

## **Complaints procedure**

A person who wishes to make a complaint about the service should make the complaint initially to the Managing Solicitor of the law centre. He/she will aim to resolve the matter as quickly as possible and, if necessary, meet with the person to discuss their concerns.

If the person is still dissatisfied, the person should put the complaint in writing to the Managing Solicitor. A copy of this letter will be given to the person about whom the complaint is being made.

If the problem remains unresolved, the person may request that the letter of complaint be forwarded to the Director of Legal Aid at the Board's Head Office.

A person who wishes to make a complaint about a Managing Solicitor of a law centre should put the complaint in writing and send it to the Director of Legal Aid in the Board's Head Office.

### *Legal Aid Board Information leaflets*

|                |                         |                 |   |
|----------------|-------------------------|-----------------|---|
| Leaflet No. 1. | Civil legal aid         | Leaflet No. 9.  | Wills and inheritance   |
| Leaflet No. 2. | Family law - general    | Leaflet No. 10. | Customer care and complaints procedure                                    |
| Leaflet No. 3. | Separation              | Leaflet No. 11. | Applying for legal services   |
| Leaflet No. 4. | Divorce                 | Leaflet No. 12. | Withdrawal of legal services  |
| Leaflet No. 5. | Nullity                 | Leaflet No. 13. | Financial eligibility   |
| Leaflet No. 6. | Maintenance             | Leaflet No. 14. | Civil legal aid for complainants in rape and certain sexual assault cases |
| Leaflet No. 7. | Domestic violence       | Leaflet No. 15. | Collaborative Practice  |
| Leaflet No. 8. | Children and family law |                 |   |

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|------------------|---|---|
| <b>CAVAN</b>     | Newcourt Shopping Centre, Church Street, Cavan  | Tel: (049) 4331110 Fax: (049) 4331304   |
| <b>CLARE</b>     | Unit 6A, Merchant's Square, Ennis, Co. Clare.   | Tel: (065) 6821929 Fax: (065) 6821939   |
| <b>CORK</b>      | North Quay House, Popes Quay, Cork.<br>1A South Mall, Cork.<br><b>Refugee Legal Service,</b><br>North Quay House, Popes Quay, Cork.   | Tel: (021) 4551686 Fax: (021) 4551690<br>Tel: (021) 4275998 Fax: (021) 4276927<br><b>Freephone: 1800 202420</b><br>Tel: (021) 455 4634 Fax: (021) 455 7622  |
| <b>DONEGAL</b>   | Houston House, Main Street, Letterkenny, Co. Donegal.   | Tel: (074) 9126177 Fax: (074) 9126086   |
| <b>DUBLIN</b>    | 45 Lower Gardiner Street, Dublin 1.<br>9 Lower Ormond Quay, Dublin 1.<br>48/49 Nth. Brunswick St./Georges Lane, Dublin 7.<br>44/49 Main Street, Finglas, Dublin 11.<br>Tower Centre, Clondalkin Village, Dublin 22.<br>Village Green, Tallaght, Dublin 24.<br>Unit 6-8, Business Centre, Clonsilla Road, Blanchardstown, Dublin 15.<br><b>Private Practitioner Centre,</b><br>7-11 Montague Court, Montague Street, Dublin 2.<br><b>Refugee Legal Service,</b><br>Timberlay House, 79-83 Lwr. Mount St., Dublin 2.<br>48/49 Nth. Brunswick St., Georges Lane, Dublin 7. | Tel: (01) 874 5440 Fax: (01) 874 6896<br>Tel: (01) 872 4133 Fax: (01) 872 4937<br>Tel: (01) 646 9700 Fax: (01) 646 9799<br>Tel: (01) 864 0314 Fax: (01) 864 0362<br>Tel: (01) 457 6011 Fax: (01) 457 6007<br>Tel: (01) 451 1519 Fax: (01) 451 7989<br><br>Tel: (01) 820 0455 Fax: (01) 820 0450<br><br>Tel: (01) 477 6200 Fax: (01) 477 6241<br><b>Freephone: 1800 229222</b><br>Tel: (01) 631 0800 Fax: (01) 661 5011<br><b>Freephone: 1800 238343</b><br>Tel: (01) 646 9600. Fax: (01) 671 0200 |
| <b>GALWAY</b>    | 9 Francis Street, Galway<br><b>Refugee Legal Service,</b><br>Seville House, New Dock Road, Galway.  | Tel: (091) 561 650 Fax: (091) 563 825<br><b>Freephone: 1800 502400</b><br>Tel: (091) 562 480 Fax: (091) 562 599   |
| <b>KERRY</b>     | 1 Day Place, Tralee, Co. Kerry.   | Tel: (066) 7126900 Fax: (066) 7123631   |
| <b>KILDARE</b>   | Canning Place, Newbridge, Co Kildare.   | Tel: (045) 435777 Fax: (045) 435766   |
| <b>KILKENNY</b>  | 87 Maudlin Street, Kilkenny.  | Tel: (056) 7761611 Fax: (056) 7761562   |
| <b>LAOIS</b>     | Unit 6A, Bridge Street, Portlaoise, Co. Laois.  | Tel: (057) 8661366 Fax: (057) 8661362   |
| <b>LIMERICK</b>  | Lock Quay, Limerick.  | Tel: (061) 314599 Fax: (061) 318330   |
| <b>LONGFORD</b>  | Credit Union Courtyard, 50A Main Street, Longford.  | Tel: (043) 47590 Fax: (043) 47594   |
| <b>LOUTH</b>     | Condil House, Roden Place, Dundalk, Co. Louth.  | Tel: (042) 9330448 Fax: (042) 9330991   |
| <b>MAYO</b>      | Humbert Mall, Main Street, Castlebar, Co. Mayo.   | Tel: (094) 9024334 Fax: (094) 9023721   |
| <b>MEATH</b>     | Kennedy Road, Navan, Co. Meath.   | Tel: (046) 9072515 Fax: (046) 9072519   |
| <b>MONAGHAN</b>  | Alma House, The Diamond, Monaghan.  | Tel: (047) 84888 Fax: (047) 84879   |
| <b>OFFALY</b>    | Harbour Street, Tullamore, Co. Offaly.  | Tel: (057) 9351177 Fax: (057) 9351544   |
| <b>SLIGO</b>     | Bridgewater House, Rockwood Parade, Thomas Street, Sligo.   | Tel: (071) 9161670 Fax: (071) 9161681   |
| <b>TIPPERARY</b> | Friarscourt, Nenagh, Co. Tipperary.   | Tel: (067) 34181 Fax: (067) 34083   |
| <b>WATERFORD</b> | Canada House, Canada Street, Waterford.   | Tel: (051) 855814 Fax: (051) 871237   |
| <b>WESTMEATH</b> | Paynes Lane, Irishtown, Athlone, Co. Westmeath.   | Tel: (090) 6474694 Fax: (090) 6472160   |
| <b>WEXFORD</b>   | Unit 8, Redmond Square, Wexford.  | Tel: (053) 9122622 Fax: (053) 9124927   |
| <b>WICKLOW</b>   | Bridge Street, Wicklow.   | Tel: (0404) 66166 Fax: (0404) 66197   |

Issued by the  
**LEGAL AID BOARD**



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### ***HOURS OF OPENING***

***10.00 a.m. - 12.30 p.m. & 2.00 p.m. - 4.00 p.m.***

QUAY STREET, CAHIRCIVEEN, CO. KERRY.  
LOCALL No. 1890 615200  
TEL: (066) 947 1000. FAX: (066) 947 1035.

www.legalaidboard.ie

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