



## Ireland State Savings – Customer Complaint Handling Process for all products excluding Prize Bonds

If you have reason to complain about the provision to you of a service or product, or the failure to provide a service or product, you may register a complaint as follows:

### Methods of registering a complaint:

1. In writing either on a formal complaint form (available on the Ireland State Savings Website) or other written format and sending it to **Ireland State Savings, Customer Complaint Unit, GPO, FREEPOST, Dublin 1, D01 F5P2**, or
2. Detail your complaint in an e-mail to **Complaints@StateSavings.ie**

### Complaint investigation procedure:

A record of each written complaint will be recorded in a formal register in Ireland State Savings.

1. Your complaint will be investigated and adjudicated upon by a senior staff member as complaint owner.
2. Your complaint will be acknowledged within 5 business days of when the complaint was received.
3. You will be provided with the name of an individual to be your point of contact until the complaint is resolved / adjudicated upon.
4. You will be provided with updates on the progress of any investigation at intervals of not greater than 20 business days until the investigation is completed and a final response is formally issued.
5. We will attempt to investigate and issue a formal response to you within a maximum period of 40 business days. You will be advised if it is expected that it will take longer to review and finalise enquiries.

If you are not satisfied with the outcome of the complaints procedure or believe the final response to be in error you may appeal the response in writing giving your reasons, to the **Ireland State Savings Complaints Appeals Unit, GPO, FREEPOST, Dublin 1, D01 F5P2** or **Appeals@StateSavings.ie** where it will be reviewed independently of the original investigation and adjudication. Such reviews should be completed within 20 business days of receiving an appeal.

### Data Protection Notice – General Data Protection Regulation Update

Please note that by providing information, which includes personal data, to Ireland State Savings, you are consenting to the processing of such personal data in accordance with our Complaints Procedure and the General Data Protection Regulation (GDPR). While you may withdraw your consent at any time by contacting **Ireland State Savings, Customer Complaint Unit, GPO, FREEPOST, Dublin 1, D01 F5P2**. It may not be possible for us to fully process your complaint if you withdraw your consent. For further information please refer to our Complaints Procedure and the Ireland State Savings Terms and Conditions as relevant, which are available at [statesavings.ie](http://statesavings.ie).

### Contacting Ireland State Savings

You can contact Ireland State Savings for more information as follows:

- Visit us at any Post Office
- Mail us at **Ireland State Savings, GPO, FREEPOST, Dublin 1, D01 F5P2**
- Phone us at **0818 20 50 60 / 01 705 7200**
- Email us at **Service@StateSavings.ie**