



National Traveller

**mabs**

Money Advice & Budgeting Service

## Complaints Procedure

National Traveller MABS takes all complaints seriously and will endeavour to resolve all complaints promptly where possible.

We will:

- Respond to your complaint promptly, impartially and in confidence
- Resolve your complaint at the first point of contact if we can
- Acknowledge your written complaint within 5 working days
- Deal with your complaint within 15 working days after we receive it
- If we cannot do this, we will contact you to explain why.



National Traveller

**mabs**

Money Advice & Budgeting Service

## Steps to making a complaint

### Step 1

You should make your complaint in person or in writing to the Coordinator, Unit 2, North Park, North Road Finglas, and Dublin 11.

If your complaint is against the coordinator, you should put your complaint in writing to the chairperson of the Board of Management of National Traveller MABS.

### Step 2

If you are not happy with the response you receive you should put your complaint in writing to the chairperson of the Board of Management of National Traveller MABS.

You have the right to be heard by this person, who will investigate and resolve your complaint if they can.

### Step 3

If you are not happy with the response, you can appeal the matter to:

Operational Compliance and Reporting Manager  
Georges Quay House  
43 Townsend St  
Dublin 2  
Ireland