



An Roinn Dlí agus Cirt  
agus Comhionannais  
Department of Justice  
and Equality

**Border Management Unit**  
**Dublin Airport**  
**Immigration Service Delivery**

**Customer Service Feedback Procedure**  
**June 2020**

## **INTRODUCTION**

The Border Management Unit is committed to the delivery of a quality service to all our customers equally.

The Unit aims to ensure consistency, fairness and transparency in its response to customer service feedback and will facilitate improvements in the provision of service where this is deemed to be necessary.

An effective, solution focused, customer feedback procedure enhances both service delivery and public confidence in our work.

We will make improvements in the provision of service where this is found to be necessary.

## **BMU CUSTOMER SERVICE FEEDBACK POLICY**

This policy sets out the procedures of the Border Management Unit in addressing customer service issues related to our operations at the Immigration Border at Dublin Airport.

An effective customer feedback procedure, which seeks solutions to problems raised by customers strengthens both service delivery and public confidence in our work.

We know that customer service issues can occur. If you are not satisfied with the standard of service you receive, your feedback will be dealt with fairly, promptly and completely in an objective and courteous manner.

This policy sets out the process for the acceptance, recording, review and response to customer service concerns. It is based on the following principles:

- Getting it right
- Being customer focused
- Quickly resolving problems
- Acting fairly and proportionately
- Putting things right
- Always improving

We define a customer service concern as an expression of dissatisfaction about the provision of a service or services by the Border Management Unit as set out under the commitments in the Department of Justice and Equality Customer Charter.

## **WHAT ISSUES ARE COVERED BY THE BORDER MANAGEMENT UNIT CUSTOMER SERVICE FEEDBACK PROCEDURE?**

Our Customer Service Feedback Procedure covers:

- Level and standard of service

Our Customer Service Feedback Procedure does not cover decisions regarding immigration service delivery at the border, such as; the type of permission granted or reasons for refusal of entry to the state. Please note the new Immigration Service Delivery (ISD) website will have a contact email for all ISD divisions.

## **HOW TO MAKE A CUSTOMER SERVICE CONCERN TO THE BMU**

If you wish to express your dissatisfaction or give feedback on the customer service provided to you by the Border Management Unit it should be directed in writing to:

Customer Service Officer                      or email to: [BMUcustomerservice@justice.ie](mailto:BMUcustomerservice@justice.ie)  
Border Management Unit  
Immigration Service Delivery  
13/14 Burgh Quay  
Dublin 2  
D02 XK70

**In light of the current Covid-19 Pandemic, please use the email address above only, as staff are working remotely and there will be a delay in receiving post.**

## **INFORMATION YOU SHOULD PROVIDE**

- Your name, day-time telephone number, address and email address (if you have one), and your preferred means of contact.
- The aspects of service you are not satisfied with.
- The name(s) of the BMU Officer(s) you dealt with or their stamp numbers.
- Information regarding the date/time/location (including Terminal number)
- If you have any additional requirements e.g. interpreter/sign language.
- You should report your customer service concern within 30 days of the event.

## **WHAT WILL THE BORDER MANAGEMENT UNIT DO WITH YOUR CUSTOMER SERVICE CONCERN?**

When we receive your customer service concern we will do the following:

- Record acceptance of your customer service concern.
- Manage your customer service concern promptly, fairly and in confidence.
- Send you an acknowledgement within 5 working days.
- Forward your customer service concern promptly to the appropriate person for investigation.
- Send you a reply within 15 working days of receipt of the customer service concern. If this is not possible, we will update you on the progress of your customer service concern.

### **Important Note:**

Nothing in this Customer Service Feedback Procedure affects your statutory rights under Freedom of Information, Data Protection or other relevant legislation.

## **CAN I APPEAL A DECISION MADE UNDER THE CUSTOMER SERVICE FEEDBACK PROCEDURE?**

If you are not satisfied with the outcome of your customer service concern you have the right to appeal the decision. Reviews must be requested within 14 working days from the date of the initial reply.

In appealing the decision you should:

- Write to the Customer Service Officer at the address below, setting out the reasons for your appeal. The reasons should clearly set out why you believe the original decision was wrong.

Customer Service Officer  
Border Management Unit  
Immigration Service Delivery  
13/14 Burgh Quay  
Dublin 2  
D02 XK70

or by email to: [BMUcustomerservice@justice.ie](mailto:BMUcustomerservice@justice.ie)

**In light of the current Covid-19 Pandemic, please use the email address above only, as staff are working remotely and there will be a delay in receiving post.**

- Provide your customer service reference number. This will be on all communications from us.

Your appeal will be dealt with by a senior manager. This person will have had no previous involvement with the review of your initial complaint.