

Complaints Procedure

MARA

An tÚdarás Rialála Limistéir Mhuiri
Maritime Area Regulatory Authority

Customers who wish to complain about the quality of customer service provided by MARA can do so through our formal complaints procedure. We take all feedback seriously and aim to handle complaints promptly, fairly, and transparently.



Customers who wish to complain about the quality of customer service provided by MARA can submit a complaint under our Complaints Procedures. For example, complaints may relate to:

- Responses to letters/emails not being issued within accepted timeframes;
- Difficulties experienced in contacting us;
- Incorrect information or guidance provided by us; and,
- The manner in which you were treated.



The Complaints Procedures does not cover:

- Decisions in respect of applications for Maritime Area Consents or Maritime Usage Licences
- Administrative or Regulatory Decisions taken by MARA.
- Reports in respect of non-compliance within the Maritime Area, these should be reported to compliance@mara.gov.ie



You can make a complaint by contacting the Communications unit at MARA:

- In person
- In writing
- By email

Include as many details as you can about your complaint including the name of the person, division and the date on which the incident occurred. Tell us why you believe a particular service standard was breached. You may include any other relevant background information to help us deal with your complaint.



If a complaint is made in Irish it will be acknowledged in Irish and we will endeavour to deal with any complaint through Irish, if requested.



If you are not satisfied with how we deal with your complaint, we will tell you about your right to an internal review.

If the matter remains unresolved after all review procedures have been fully exhausted, we will tell you how you can appeal your complaint to the Office of the Ombudsman by:

1. Clicking on the 'Make A Complaint' link at www.ombudsman.ie
2. Or writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773
3. Or calling the Ombudsman on 01 639 5600 if you have any queries or if you need help making your complaint.

Visit the **Contact Us** area of our website with details of how to contact the various divisions

We aim to deliver the best possible service to all customers and value your opinion and feedback.

For compliance or enforcement related issues within the Maritime Area in regard to Maritime Area Consents (MAC), Maritime Usage Licences (MUL), Foreshore Licences and Offshore Development Consents, please see the Compliance and Enforcement section of our website.

Maritime Area Regulatory Authority
2nd Floor,
Menapia House,
Drinagh Business Park,
Drinagh,
Wexford,
Y35 RF29



+ 353 (0)53 910 5700

Lo-Call: 0818 62 72 43



www.maritimeregulator.ie



info@mara.gov.ie

Nós Imeachta maidir le Gearáin

MARA

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Is féidir le custaiméirí ar mian leo gearán a dhéanamh faoi cháilíocht na seirbhíse do chustaiméirí a sholáthraíonn MARA é sin a dhéanamh trinár nós imeachta foirmiúil gearán.

Glacann muid gach aiseolas dáiríre agus tá sé mar aidhm againn gearáin a láimhseáil go pras, go cothrom agus go trédhearcach.



Is féidir le custaiméirí ar mian leo gearán a dhéanamh faoi chaighdeán na seirbhíse do chustaiméirí a sholáthraíonn an MARA gearán a chur isteach faoinár Nósanna Imeachta Gearán. Mar shampla, d'fhéadfadh baint a bheith ag gearáin leis na nithe seo a leanas:

- Freagraí ar litreacha/ríomhphoist nach bhfuil á n-eisiúint laistigh de thráthchláir a bhfuil glacadh leo;
- Deacrachtaí a bhaineann le teagmháil a dhéanamh linn;
- Faisnéis nó treoir mhícheart a chuireann muid ar fáil; agus,
- An bealach ar déileáladh leat.



Ní chumhdaítear na nithe seo a leanas leis na Nósanna Imeachta Gearán:

- Cinntí maidir le hiarratais ar Thoilithe Limistéir Mhuirí nó ar Cheadúnais Úsáide Muirí
- Cinntí Riaracháin nó Rialála arna nglacadh ag MARA.
- Tuarascálacha maidir le neamhchomhlíonadh laistigh den Limistéar Muirí, ba cheart iad sin a thuairisciú do compliance@mara.gov.ie



Is féidir leat gearán a dhéanamh trí theagmháil a dhéanamh leis an Aonad Cumarsáide ag MARA:

- Go pearsanta
- i scríbhinn
- Trí ríomhphost

Cuir isteach an oiread sonraí agus is féidir leat faoi do ghearán lena n-áirítear ainm an duine, an rannán agus an dáta ar tharla an teagmhas. Inis dúinn cén fáth a gcreideann tú gur sáraíodh caighdeán seirbhíse áirithe. Féadfaidh tú aon fhaisnéis chúlra ábhartha eile a chur san áireamh chun cabhrú linn déileáil le do ghearán.



Má dhéantar gearán i nGaeilge tabharfar aitheantas dó i nGaeilge agus déanfaimid ár ndícheall déileáil le haon ghearán trí Ghaeilge, má iarrtar sin.



Má tá an t-ábhar fós gan réiteach tar éis gach nós imeachta athbhreithnithe a bheith ídithe go hiomlán, inseoimid duit conas is féidir leat do ghearán a achomharc chuig Oifig an Ombudsman trí:

1. Cliceáil ar an nasc 'Déan Gearán' ag www.ombudsman.ie
2. Nó scríobh chuig Oifig an Ombudsman, 6 Ardán Phort an Iarla, Baile Átha Cliath 2, D02 W773
3. Glaoigh ar an Ombudsman ar 01 639 5600 má tá aon cheist agat nó má theastaíonn cabhair uait chun do ghearán a dhéanamh.

Tabhair cuirt ar an gceantar Déan Teagmháil Linn ar ár láithreán gréasáin le sonraí maidir le conas teagmháil a dhéanamh le na rannóg eagsúla

Tá sé mar aidhm againn an tseirbhís is fearr is féidir a sholáthar do gach custaiméir agus is mór againn do thuairim agus d'aiseolas.

Le haghaidh saincheisteanna a bhaineann le comhlíonadh nó forfheidhmiú laistigh den Limistéar Muirí maidir le Toilithe Limistéir Mhuirí (MAC), Ceadúnais Úsáide Muirí (MUL), Ceadúnais Imeall Trá agus Toilithe Forbartha Eischósta, féach an rannán ar Chomhlíonadh agus Forfheidhmiú ar ár suíomh Gréasáin.

Údarás Rialála Limistéir Mhuirí
An Dara hUrlár,
Teach Menapia,
Páirc Ghnó Draighneach,
Draighneach,
Loch Garman,
Y35 RF29



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