



An Binse um Achomhairc i dtaobh Cosaint Idirnáisiúnta

The International Protection Appeals Tribunal

CUSTOMER SERVICE CHARTER

QUERIES? COMPLAINTS? WE WANT YOUR FEEDBACK

The International Protection Appeals
Tribunal
6/7 Hanover Street East
Dublin
D02 W320
Ireland.

Phone: +353 (0) 1 474 8400

Freephone: +1800 201 458

Email: info@protectionappeals.ie

OUR COMMITMENT TO YOU:

- We will treat you with courtesy, fairness and respect at all times.
- We will try to reply to all queries quickly.
- We will keep our policies and information relevant and up-to-date.
- We will use easy-to-understand language on our website and when writing to you.
- We will respect the privacy and confidentiality of your personal information.
- We will treat all our customers equally.

Find our
Customer Action
Plan [here](#)

WE ASK THAT YOU:

- Respond to requests for additional documentation as quickly as possible.
- Quote your Reference numbers when you write to us.
- Give full and accurate information when you contact us.
- Attend your hearing on time.
- Treat our staff with courtesy and respect.

OUR WEBSITE

WWW.PROTECTIONAPPEALS.IE



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