

Template Complaints Escalation Form

The Irish Retail Electronic Payments Clearing Company (IRECC) manages a sound and trustworthy Direct Debit Scheme in association with its members, the Sponsoring Banks. We strive to offer the best possible service in order to deliver a high level of trust and confidence to you. However, if you do have a complaint IRECC and its members endeavour to resolve the problem in a fast and efficient manner.

If you have already gone through your bank's internal complaints procedure, and that of the Originator / Company in question and feel your complaint has not be resolved to your satisfaction, you may further escalate the issue to IRECC.

Simply fill in the **Complaints Escalation Form** below, attach it to an email and send it to directdebits@ipso.ie or post it to the Irish Retail Electronic Payments Clearing Company Ltd., 2nd Floor, 14 Cumberland Street, Dun Laoghaire, Co. Dublin. We will investigate the issue on your behalf and respond to you within 7 working days.

Complaints Escalation Form		
Name:		Date:
Address:		
Email:		Tel:
Date of Issue / Complaint:		Bank:
Bank Details		
NSC:	A/c No:	Reference (statement narrative):
Nature of Complaint / Issue (please provide full history):		
Date notified to Bank:		Bank contact name & details:
Response received from Bank:		
Date notified to Originator / Company:		Originator / Company contact name & details:
Response received from Originator / Company:		
Additional relevant information:		