

Complaints Procedure



1. Informal Procedure

An informal approach can resolve most issues. Please contact the Company or approach one of our employees to discuss any complaint and seek resolution. Our Company and management team contact details are on the website www.portofwaterford.com.

Complaints relating to the Company's car parks at the South Quays, Waterford can be brought to the operators S-Security via their staff on-site or via their 24 hour callout number (051-872435).

2. Formal Procedure

If the preceding procedures are not appropriate, or your complaint has not been resolved, then you may make a formal complaint. This should be made in writing to:-

The Company Secretary
Port of Waterford
3rd Floor, Marine Point
Belview Port
Waterford

The Company Secretary will issue an initial acknowledgement and will indicate the expected timeframe for a response. We would normally expect to issue the response within 10 working days unless there are factors to be considered that would require additional time.

An examination of the complaint, or investigation if and as required, will be carried out by a member of the management team who will recommend an appropriate course of action. The Company Secretary will review the recommendation, consult with the Chief Executive, and then respond to the complaint in writing.

3. Right of Appeal

If you feel your complaint has still not been addressed you have the right to appeal the matter to the Company Chairman whose ruling on the matter will conclude the Company's response to the complaint. Please send your detailed appeal in writing to:-

The Chairman
Port of Waterford
3rd Floor, Marine Point
Belview Port
Waterford

The Chairman will issue an initial acknowledgement and will indicate the expected timeframe for a response. We would normally expect to issue the response within 20 working days unless there are factors to be considered that would require additional time.