



A recognised
college of UCD

IOB Complaints Policy

Public

Author IOB
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Introduction

IOB is committed to our customers. We value feedback and want to ensure our members have an excellent customer experience when they interact with IOB.

Our purpose is to educate, enable and empower a community of professionals to achieve their full potential in delivering financial services to the highest standards with better outcomes for their customers, clients and for society.

Our values are:

- Learner and Member Focused
- People, Diversity & Inclusion
- Accountability & Integrity
- Collaboration
- Innovation

In delivering our service we will:

- Treat members and learners with courtesy, sensitivity, dignity and professionalism.
- Communicate using clear, straightforward language.
- Ensure our tone is always polite and professional, friendly, positive, understanding and supportive.
- Reply promptly to queries.
- Welcome suggestions and feedback.
- Provide an environment which is conducive to study, professional development and exams.
- Deal promptly and appropriately with complaints.

Definition of a Complaint

A complaint is an expression of dissatisfaction by one or more members or learners about an action or lack of action, or about the standard of service provided by IOB.

Outside the Scope of this Policy

The following are not considered to be complaints under this policy

- an appeal seeking a review of an academic decision on assessment, progression, standing, completion or admission. As a recognised college of UCD, IOB provides separate appeals procedures to deal with these issues for undergraduate and graduate students as are included at [Info | IOB](#)
- an initial request for information
- a request under the Freedom of Information Act 2014 or Data Protection Act
- a request for information or an explanation about a regulation, policy or practice
- a response to an invitation to provide feedback through a formal mechanism, for example a questionnaire
- online feedback

Raising a Complaint

Complaints can be raised using the following communication channels:

Email us at info@iob.ie

Talk to us via 'Chat' on our website

Phone us on 01 6116500

Please provide us with the following information so we can address it:

Your name and contact details

Your membership number, if you are a member

Details of the issue and your concerns

Complaint Handling

We will try to resolve your complaint as early as possible and ideally, at the first point of contact. We will label your complaint and acknowledge within 2 working days. If a staff member is the subject of the complaint, they will not deal with the complaint. All issues raised in the complaint will be comprehensively responded to. All points raised at the start of the investigation will be properly considered and fully addressed in the response. The complaint will be assigned to an appropriate senior staff member for investigation. Where possible the member will receive a detailed reply within 5 working days. At this stage hopefully the complaint will be resolved to the member's satisfaction. If so, the complaint will be marked as resolved with the outcome and any action(s) taken.

If the member is not satisfied with the response they can progress their complaint on to the escalation stage.

Complaint Escalation

When a complaint is escalated the complaint will be assigned to the appropriate Manager/Head/Director and a course of action decided. We will give you regular updates until we write to you with a final response hopefully within 5 working days.

If you want find out more about our approach to Customer Experience, please contact us at info@iob.ie.