



**Oifig Maoine Intleachtúla na hÉireann**  
Intellectual Property Office of Ireland

# **PLEAN SEIRBHÍSE DO CHUSTAIMÉIRÍ**

## **CUSTOMER SERVICE PLAN**

### **2023-2025**

## Customer Service Plan 2023 - 2025

<b>Contents</b>	<b>Page</b>
<b>1. Introduction</b>	<b>3</b>
<b>2. Mission, Functions and Objectives</b>	<b>4</b>
<b>3. Our customers</b>	<b>4</b>
<b>4. Our service level commitments</b>	<b>5</b>
<b>5. Customer Service Performance Targets</b>	<b>10</b>
<b>Annex I</b> Principles Of Quality Customer Service for Customers and Clients of The Public Service	<b>12</b>
<b>Annex II</b> Feedback/Complaints Form	<b>14</b>
<b>Annex III</b> IPOI Contact details	<b>18</b>

## **1. Introduction**

This is the Intellectual Property Office of Ireland's (IPOI) eighth Customer Service Action Plan. The IPOI began producing customer service plans in 1998 and each successive plan has endeavoured to reflect changes in the way the Office operates as well as changes and improvements to the services which the Office makes available to its customers.

Continuous improvements in digitisation of work processes and innovative improvements to internal business processing has enabled the IPOI to keep improving the quality and range of services it offers to its customers. The IPOI will use the necessary technological resources to identify inefficiencies and improve work processes. Crucial to the success of the IPOI are its people, their commitment, professionalism and knowledge. The Office in conjunction with the Department of Enterprise, Trade and Employment, introduced a formal blended working policy and subsequent arrangements for IPOI staff during 2022. The IPOI will ensure that the implementation of blended working aligns with the business needs of the Office through strategic planning and management of organisational change.

The purpose of this Customer Service Plan for the period 2023 to 2025 is to set out the principles and standards of customer service which the public are entitled to expect from the IPOI going forward. The Plan is built around the *Twelve Principles of Quality Customer Service* which all Departments, Offices and Agencies in the Civil Service are expected to adhere to. These Principles (set out in Annex I) continue to inform all our customer service activity.

This Plan contains all the elements of a Charter together with the IPOI's approach to implementation and delivery of key actions and commitments. In line with the Principles of Quality Customer Service, the Plan commits the IPOI to certain specified standards and targets across the range of our customer service activity. This plan is published on the IPOI website and performance against the customer service targets set out in Section 5 is published in the Controller's Annual Report.

## **2. Mission, Function and Objectives of the IPOI**

### **2.1 Mission Statement**

*The central mission of the IPOI is:*

To provide the most efficient and effective system of intellectual property protection that encourages innovation, competitiveness and promotes enterprise.

### **2.2 Our Vision**

To provide the highest quality service to our customers and ensure continued improvements to the Intellectual Property Services on offer.

### **2.3 Our Values**

To foster a culture of efficiency, effectiveness, innovation, collaboration, and professionalism.

### **2.4 Our Function**

The Intellectual Property Office of Ireland (IPOI) is an independent statutory office under the aegis of the Department of Enterprise, Trade and Employment with responsibility for the grant and registration of intellectual property rights (IPRs) in Ireland, specifically patent, trade mark and industrial design rights. The IPOI is staffed by 46 civil servants who are assigned by the Minister for Enterprise, Trade and Employment.

### **2.5 Our Objectives**

The Office will pursue its central mission by seeking to achieve the following main objectives over the coming three years.

- (1) **Operational & Customer Service excellence.**
- (2) **Information Services excellence.**
- (3) **Provide a robust IP legal framework.**
- (4) **Staff & Workplace excellence.**

## **3. Our Customers**

### ***External Customers***

- 3.1.** The Office's principal customers are people (including businesses of all kinds, individual inventors, micro to medium sized enterprises, students, researchers and IP professionals) seeking information on existing protected industrial property rights or wishing to protect industrial property rights in Ireland and elsewhere.
- 3.2** Since most individuals and firms use IP professionals (patent and trade mark attorneys) or solicitors to act as their legal representatives when dealing with the Office, IP professionals are in effect the main

group of external customers with whom we engage directly on all matters relating to intellectual property rights. Also included as external customers are several internationally based companies who offer renewal fee payment services to patent and trade mark proprietors. Most of the resources of the Office are devoted to managing procedures, processes and services aimed at serving these customers. From time to time, the Office engages with international bodies representing brand owners and professionals dedicated to supporting trademarks and related intellectual property.

- 3.3** The Office delivers information services to a variety of customers, engaging with the SME sector, micro-enterprises, entrepreneurs, and the education sector, thus providing a more efficient and customer focused information network. As part of its Communications and Outreach Strategy, the Office aims to increase the visibility and effectiveness of the IPOI information services through an increased use of social media, collaboration with an extended range of stakeholders and developing internal IP expertise through training, upskilling and resourcing the IPOI Information Centre.
- 3.4** A further group of external customers comprises of several international intellectual property organisations with which the Office has ongoing dealings. These are:
- The European Union Intellectual Property Office (EUIPO)
  - The European Patent Organisation (EPO)
  - The World Intellectual Property Office (WIPO).
  - Other national IP Offices and the EU – through involvement in cooperative programmes and projects.
- 3.5** The Intellectual Property Unit (IPU) of the Department of Enterprise, Trade and Employment (DETE) which is the liaison unit for the Office can also be regarded as an external customer as the Office provides it with a range of statistical information and provides comment, proposals and suggestions on various policy issues thereby contributing to the formulation of IP legislation on an ongoing basis. A Memorandum of Understanding between the office and the DETE is in place which provides a framework for agreed service levels and performance indicators and appropriate governance structures.

#### ***Internal Customers***

- 3.6** Management will endeavour to ensure that the staff of the IPOI – the internal customers - are properly supported and consulted on service delivery issues. The commitment, agility and hard work of our staff has put us in a position to be able to successfully deliver on our future goals.

## **4. Our Service Level Commitments**

The IPOI will endeavour to:

- seek feedback and suggestions from our customers on ways in which we can enhance our service provision and delivery;
- use internal management monitoring and information systems to inform our customer service policies and address any issues of concern;
- ensure full compliance with all applicable Health and Safety standards or regulations and carry out Annual Safety Audits and Disability Audits;
- Review our customer relationship approach to ensure it drives continuous improvements and developments to our services.

#### **4.1 Service by Telephone**

Office staff were able to successfully operate remotely during the pandemic with devices and phones linked to the office systems and all staff issued with mobile phones. With the advent of blended working, IPOI staff can continue to successfully deliver a high level of customer service, whether working in the office or off-site.

In general, when the Office responds to telephone enquiries, we will:

- Respond as promptly as possible to telephone calls and not leave callers 'on hold'.
- Ensure that staff identify themselves in all telephone communications.
- Where staff are not present in the Office and where calls cannot be transferred, take details (including an e-mail address) and call back (or reply by e-mail), if the information sought cannot be given immediately.
- Supply up-to-date, accurate and comprehensive information in a clear and courteous manner.
- Ensure that the automated greeting for the Office's main number is updated regularly to reflect changing circumstances.
- Require staff to update their voicemail greetings if absent from the office for a lengthy period.
- Insert official mobile phone numbers in correspondence and emails.
- Provide appropriate training in telephone techniques to new front-line staff.
- Use the Office's videoconference capability for external communications.
- Be flexible in using alternative online video conferencing applications, such as Microsoft teams, to facilitate better internal and external communications.

#### **4.2 Correspondence**

We will:

- As far as possible, use clear and simple language in all correspondence. Provide contact details (name, telephone number, e-mail address and, where possible, a reference number, to ensure ease of transaction) in all written and e-mail correspondence.
- Aim to provide a reply to correspondence promptly (both by post and by e-mail), if possible, within 5 working days.
- Where the nature of an enquiry is such that a definitive response within this time frame is not possible, issue an interim reply.
- Continue to expand as far as possible, the use of e-mail for all incoming and outgoing correspondence.
- Review and eliminate any unnecessary printing and issuing of hard copy post.

#### **4.3 Publications and Forms**

We will:

- Use simple and clear language.
- Revise, improve and update statutory and non-statutory forms and information booklets to take account of changes in legislation.
- Provide guidance on the completion of key application forms, with the forms themselves available on our website and in our information booklets.
- Publish statistical information on the use made of the services we provide.
- Make available all key forms, information booklets, Registers and the Official Journal in electronic format on the IPOI's website.
- Ensure that the procedures which are applicable to the provision of a service activity (including that of patent and trade mark agents) are as simple and user friendly as possible and allow the submission of documents by electronic means, where possible.

#### **4.4 Official Languages**

We aim to ensure the best delivery to our customers who wish to conduct business in Irish. The Office will continue to comply with an Irish language scheme in accordance with *Section II of the Official Languages Act 2003* and *Section 10A of the Official Languages (Amendment Act) 2021 (Advertising by Public Bodies)* which places a statutory obligation on public bodies in relation to advertising, and general and commercial communications with the public through Irish. We will publish important documents simultaneously in Irish and English such as the IPOI Annual Report. The Office will continue to take steps to comply with the provisions of the Acts which are relevant to it.

We will:

- Reply in Irish where correspondence is in Irish.
- Publish key documents in Irish and English in accordance with the *Official Languages Act 2003 and Section 10A of the Official Languages (Amendment Act) 2021*.
- Comply with any requirements relevant to the IPOI under *Section 10A of the Official Languages (Amendment Act) 2021 (Advertising by Public Bodies)*.
- Continue with the process of creating Irish language webpages (where appropriate) on the Office's Website.

#### **4.5 Access and Visitors**

The Office resumed in-person visits in April 2022. When welcoming visitors and personal callers, we will:

- Treat all visitors in a polite and courteous manner.
- Provide any visitors or contractors with either a visitor or contractor badge and fob for the duration of their time in the building.
- Ensure that visitors are dealt with as quickly as possible.
- Ensure that all staff and visitors, including contractors, have access to hand sanitisers and other hygiene equipment such as tissues and wipes.
- Upon arrival, all guests must sign in with the front desk. This includes providing their name, contact information, the reason for their visit, and the name of the employee(s) they are visiting.

#### **4.6 Website**

24/7 web monitoring software is used to provide alerts if the webserver develops a fault or if the site becomes unavailable due to a technical malfunction. With a view to improving reliability and minimising downtime, the Office has moved its webserver to an externally hosted environment. Website usage including use of interactive online services will be monitored using Google Analytics.

We will:

- Continue to provide information on-line and ensure that it is understandable, accurate, relevant and up to date.
- Ensure all online interactive services (e.g. e-filing, e-payments, TMView, DesignView, TM Class etc.) operate on a 24/7 basis.
- Provide material on our website [www.ipoi.gov.ie](http://www.ipoi.gov.ie) in a manner, where possible that conforms to Web Content Accessibility Guidelines and Accessibility of Website Regulations as set out in our [Accessibility Statement](#).
- Monitor and evaluate our online service delivery (through customer feedback) to ensure the highest standards are maintained.
- Maintain and keep the Frequently Asked Questions (FAQ) section of the website up to date.
- Seek to progress and broaden the range of services available to customers on-line.

#### **4.7 Privacy**

The IPOI processes personal data for the purposes of administering intellectual property rights and other regulatory functions related to its authority as Ireland's Intellectual Property Office. Personal data supplied to the IPOI in the course of the making of an application for registration of intellectual property rights, or by proprietors of those rights, is processed in the public interest and in accordance with *Regulation 6(1)(c) of the General Data Protection regulation (GDPR)* and *Section 38 of the Data Protection Acts 1988 - 2018*.

The administration of an intellectual property right (e.g., Patent, Trade Mark, Copyright or Design) includes application, maintenance, renewal, dispute resolution, enforcement, registration and recordal of legal status and other processes related to the granting, registration and protection of that right, and can include surveys to track satisfaction and inform improvement.

Persons submitting personal data to the IPOI for the purposes of the administration of intellectual property rights should be aware that their names and contact information will appear in our publicly available databases and in our Official journal in line with the requirements of the Patents, Trade Marks, Designs and Copyright Acts and their associated rules and regulations and that such data is "*personal data consisting of information that the person keeping the data is required by law to make available to the public*".

Personal data connected with the administration and registration of intellectual property rights is shared with other organisations, including international and national IP offices, under international treaties and agreements which are referred to in the Acts and Rules under which the IPOI operates.

We will:

- Process your personal data only for the purpose for which we collect it in accordance with the Acts and Rules.
- Retain your personal data in accordance with the specific requirements of the Acts and Rules governing your IP right.
- Ensure that secure transfer methods are used when sharing personal data related to the administration of IP rights with other organisations.
- When dealing with requests for information that is not open for public inspection, check the contacting person is either the agent/representative, applicant or address for service before providing information and ensure that the information requested can be provided under the provisions of the Acts and Rules before releasing same.
- Provide guidance and information on our website on the procedures the Office employs to deal with requests under the *Freedom of information Acts* and the *Data Protection Acts*.

#### **4.8 Courtesy**

We will:

- Treat our clients and customers with courtesy and respect and have regard for their age, their capacity to understand often complex rules and to any disability they may have.
- Treat all clients and customers equally ensuring that there is no discrimination on the following grounds: Age, Civil Status, Disability, Family Status, Gender, Membership of the Traveller Community, Race, Religion, Sexual Orientation.
- Keep customers informed of progress if undue delays occur in dealing with their correspondence.
- Inform customers, via our website, of any downtime or delays being experienced in providing our online e-services.



#### **4.9. Equality and Diversity**

All public bodies in Ireland are required under law to promote equality, prevent discrimination and protect the human rights of their employees, customers, service users and everyone affected by their policies and plans. This legal obligation is set out in *Section 42 of the Irish Human Rights and Equality Commission Act 2014* and is called the *Public Sector Equality and Human Rights Duty (the Duty)*.

It embeds equality and human rights in how public bodies execute their functions and to that end, it has the potential to positively transform how public bodies engage with members of the public, and their own staff.

The IPOI is committed to ensuring that there is a culture of respect for human rights and equality among its staff and for the people to whom the Office provide services. In its day-to-day work and particularly in its dealings with stakeholders, the IPOI ensures that no member of the public or other stakeholder suffers discrimination in interactions with the Office under any of the protected grounds: Age, Civil Status, Disability, Family Status, Gender, Membership of the Traveller Community, Race, Religion, Sexual Orientation. The IPOI extends the same equality of treatment to its staff.

We will:

- Work to ensure the elimination of discrimination, promotion of equality of opportunity and protection of the human rights of those to whom they provide services and staff when carrying out their daily work.
- Comply with all equality legislation including the *Employment Equality Acts, 1998 - 2021* and the *Equal Status Acts, 2000 – 2018*.
- Promote staff awareness of equality and diversity issues by offering training and awareness campaigns.
- Ensure that all customers are treated equally and in accordance with relevant legislation.
- Publish our Equality, Diversity and Inclusion Statement on our website.

#### **4.10 Feedback and Complaints**

The IPOI always seeks to deliver an efficient and effective service to its customers. We endeavour to give no grounds for complaint. Nevertheless, things can go wrong, and we believe that our customers have a right of complaint if a reasonable level and quality of service is not provided. In such instances, a senior manager will investigate the complaint and work to resolve the matter.

All staff have an important role to play in processing customer feedback. Staff should record all feedback received by external customers as well as any required subsequent follow up action. This is valuable information that we can use to correct problems, improve our processes and increase customer satisfaction.

All complaints will be dealt with in a fair and sympathetic manner according to the complaints procedure which is set out on the IPOI website.

*Annex 2* includes details of the IPOI's feedback and complaints procedure together with the relevant form.

#### **4.11 Green Transition**

The Office is committed to playing its role in delivering the Governments Climate Action Plan 2021. Over the course of this plan, the Office will continue to engage with the OPW Power@Work Campaign, which aims to change staff behaviour towards energy use and eliminate energy wastage in public offices.

We will:

- Ensure we make the most efficient use of our buildings and resources to achieve the goals of the Climate Action Plan, encouraging sustainability and green awareness.

- In line with the Public Sector Climate Action Mandate, ensure the IPOI is a sustainable and environmentally responsible workplace by reducing our emissions, implementing energy saving projects and establishing a green ethos in our Office.
- Continue the digitisation of our services, encouraging paper- free desks and reviewing any paper-based processes.

## 5. Customer Service Performance Targets

The IPOI has reviewed the Customer Service Targets which were set out in the previous Customer Service Plan for the period 2020 - 2022. Details of performance against these targets have been reported and published in the Controller's Annual Report.

In setting out the targets in this Plan for the period 2023 –2025, the Office has had regard to the relevance and appropriateness of the previous targets, the increased level of automation which has been introduced for certain processes as well as the level of performance achieved to date. To present a more transparent and comprehensive overview, future performance will be reported by reference to minimum and maximum target levels and timeframes.

The IPOI constantly monitors performance against its Customer Service Targets to maintain and improve the efficiency of our

Quarterly reports of performance against targets are furnished to the IPU and the Department of Enterprise, Trade and Employment.

The Controller's Annual Report also contains a presentation of percentage achievement against performance targets for each year.

### Performance targets by area of activity 2023-2025

Patents		%		%
1	Issue 90% of formal filing receipts for e-filed Patent applications within 2 working days.		Issue 100% of formal filing receipts for e-filed Patent applications within 4 working days.	
2	Issue 90% of notifications of formal defects within 7 working days of filing		Issue 100% of notifications of formal defects within 15 working days of filing.	
3	Approve the grant of 80% of valid short term patent applications within a period of 12 months from the filing of an application.		Approve the grant of 100% of valid short term patent applications within a period of 18 months from the filing of an application.	
4	Conduct first examination of 70% of patent applications within 12 months of receipt in the examination section		Conduct first examination of 90% of patent applications within 18 months of receipt in the examination section	
5	Conduct substantive examination of 75% of full-term patent applications within 12 months of receipt in the examination section		Conduct substantive examination of 90% of full-term patent applications within 18 months of receipt in the examination section	

Supplementary Protection Certificates		%		%
6	Issue 90% of formal filing receipts for e-filed SPC applications on the next working day.		Issue 100% of formal filing receipts for e-filed SPC applications within 3 working days.	
7	Issue 90% of notifications of formal defects within 10 working days of SPC filing date.		Issue 100% of notifications of formal defects within 15 working days of SPC filing date.	

8	Perform technical examination of 90% of all applications for Supplementary Protection Certificates at least 4 months before expiry date of the basic patent <sup>1</sup> .		Perform technical examination of 95% of all applications for Supplementary Protection Certificates before expiry date of the basic patent.	
---	--	--	--	--

<b>Trade Marks</b>		%		%
9	Conduct formalities check and issue 90% of formal filing receipts for e-filed Trade Mark applications within 2 working days.		Conduct formalities check and issue 100% of formal filing receipts for e-filed Trade Mark applications within 4 working days.	
10	Determine 90% of TM applications for acceptance or initial objection within 40 working days of filing of the application.		Determine 95% of TM applications for acceptance or initial objection within 60 working days of filing of the application.	
11	Conduct initial search in respect of 90% of new TM applications within 5 working days of receipt.		Conduct initial search in respect of 100% of new TM applications within 8 working days of receipt.	
12	Issue 90% of decisions in hearings within 20 working days of hearing.		Issue 100% of decisions in hearings within 30 working days of hearing.	

<b>Industrial Designs</b>		%		%
13	Carry out formalities check and issue formal filing receipts for 90% of e-filed Design applications within 2 working days.		Carry out formalities check and issue formal filing receipts for 100% of e-filed Design applications within 4 working days.	
14	Determine 90% of Design applications for registration or initial objection within 40 working days of filing of application.		Determine 100% of Design applications for registration or initial objection within 60 working days of filing of application.	

<b>Copyright</b>		%		%
15	Complete examination of compliance reports and registration requirements and issue 90% of copyright licensing bodies with Certificates of Registration or Renewal of Registration 5 working days before the date of expiry of the registration <sup>2</sup> .		Complete examination of compliance reports and registration requirements and issue 100% of copyright licensing bodies with Certificates of Registration or Renewal of Registration before the date of expiry of the registration.	

<b>General</b>		%		%
16	Issue 90% of payment receipts for fees received (excluding on-line payments) within 2 working days.		Issue 100% of payment receipts for fees received (excluding on-line payments) within 4 working days.	

<sup>1</sup> Only refers to those applications which are received earlier than 12 months before the expiry date.

<sup>2</sup> This target is contingent on requests for registration and renewal of registration being submitted more than 30 days in advance of the renewal date.

## **Annex I**

# **Principles Of Quality Customer Service for Customers and Clients of The Public Service<sup>3</sup>**

### **1. Quality Service Standards**

Publish a statement that outlines the nature and quality of service which customers can expect and display it prominently at the point of service delivery.

### **2. Equality/Diversity**

Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of Age, Civil Status, Disability, Family Status, Gender, Membership of the Traveller Community, Race, Religion, Sexual Orientation).

Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.

### **3. Physical Access**

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

### **4. Information**

Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publication.

Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

### **5. Timeliness and Courtesy**

Deliver quality services with courtesy, sensitivity, and the minimum delay, fostering a climate of mutual respect between provider and customer.

Give contact names in all communications to ensure ease of ongoing transactions.

### **6. Complaints**

Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.

### **7. Appeals**

Similarly, maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

### **8. Consultation and Evaluation**

Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery, and review of services. Ensure meaningful evaluation of service delivery

### **9. Choice**

Provide choice, where feasible, in-service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

---

<sup>3</sup> [gov.ie - 12 Principles of Quality Customer Service \(www.gov.ie\)](http://www.gov.ie)

**10. Official Languages Equality**

Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

**11. Better Co-ordination**

Foster a more coordinated and integrated approach to delivery of public services.

**12. Internal Customer**

Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

## **Feedback- Complaints**

### ***Q. How can I give feedback, complain or make a suggestion?***

**A.** You can give feedback, make a suggestion or make a complaint by contacting the IPOI:

- In person during office opening hours
- By phone or fax
- In writing
- By e-mail
- By completing the Feedback/Complaints Form below (also available online) and submitting it by email.

If your feedback is in the nature of a complaint, IPOI staff in the relevant section will attempt to resolve your complaint quickly, if necessary, with the assistance of a supervisor or section head.

### ***Q. What happens if I am dissatisfied with the response to my complaint from the section?***

**A.** If you are not satisfied with the service being provided by the section you should write to the appropriate Head of Section/Division. Should you still remain dissatisfied with the response from the Head of Section/Division you should write directly to the Controller of Intellectual Property. A list of contact names of Heads of Section/Division is at Annex 1.

### ***Q. How long will I have to wait for my complaint to be investigated?***

**A.** An acknowledgement will be sent to you within two working days of the complaint being received. A full written reply will issue within 10 working days of receipt of the complaint, and we will inform you directly of any expected delays and provide a timeframe for resolution.

### ***Q. Is there a feedback/complaint form?***

**A.** You are not obliged to use a form to give feedback or make a complaint, but should you wish to do so, you can use the form below and at:

<https://www.ipoi.gov.ie/en/about-us/customer-service-complaints/>

Any complaint received will be acknowledged and investigated and a full written reply will issue within 10 working days.

#### ***Contact the IPOI:***

INTELLECTUAL PROPERTY OFFICE OF IRELAND

Government Offices

Hebron Road

Kilkenny, R95 H4XC

Email: [ipinfo@ipoi.gov.ie](mailto:ipinfo@ipoi.gov.ie)

Web: [www.ipoi.gov.ie](http://www.ipoi.gov.ie)

Tel: +353 (0) 56 7720111

### **Office of the Ombudsman**

If you feel you have been unfairly treated or are not satisfied with our decision on your complaint, you may contact the Office of the Ombudsman. By law, the Ombudsman can investigate complaints about any of our administrative actions or procedures as well as delays or inaction in your dealings with us. The Ombudsman provides a free, impartial and independent dispute resolution service.

The Ombudsman will ask you for details of your complaint and to provide a copy of this letter (our final response to your complaint). The best way to do this is through:

“Make a Complaint” at [www.ombudsman.ie](http://www.ombudsman.ie)

You can also write to:

Office of the Ombudsman

6 Earlsfort Terrace

Dublin 2

D02 W772

Tel: 01 6395600

Web: [www.ombudsman.ie](http://www.ombudsman.ie)





**Oifig Maoine Intleachtúla na hÉireann**  
Intellectual Property Office of Ireland

**Feedback - Complaints Form**

Please complete this form providing as much detail as you can. If making a complaint, please provide the name of the officials with whom you were dealing with, the nature of your complaint and the steps taken to-date to resolve it. Dates and copies of any documentation should be included where appropriate.

**Name:**

**Address:**

**Postcode:**

**E-Mail address:**

**Telephone/Mobile:**

**Reason for contacting:**

Compliment	<input type="checkbox"/>
General Comment	<input type="checkbox"/>
Complaint	<input type="checkbox"/>
Suggestion	<input type="checkbox"/>

**Area that your feedback or complaint relates to:**

Customer service generally	<input type="checkbox"/>
Online e-services	<input type="checkbox"/>
Patents/SPCs	<input type="checkbox"/>
Trade marks	<input type="checkbox"/>
Designs	<input type="checkbox"/>
Copyright	<input type="checkbox"/>

**IPOI reference number / file number / application number (if available):**

Please set out your feedback or complaint in the box below:

Please check the box below if you wish the Office to respond to your feedback or complaint by e-mail.

Please check the box below if you wish the Office to respond in Irish.

Please check the box below if you give consent to be contacted by us to take part in future customer surveys and to acknowledge that you have read and understand the IPOI's Privacy Notice.

Save and submit to: [ipinfo@IPOI.gov.ie](mailto:ipinfo@IPOI.gov.ie)

## ***Annex III***

### **CONTACT DETAILS**

**INTELLECTUAL PROPERTY OFFICE OF IRELAND**  
**Government Offices**  
**Hebron Road**  
**Kilkenny**  
**R95 H4XC**

The IPOI is open Monday to Friday from 9.30 am to 4.00 pm, including lunch time. Callers from within Ireland can contact the Office for the price of a local call by using our lo-call numbers:

Tel: +353-56-7720111

E-mail: [ipinfo@ipoi.gov.ie](mailto:ipinfo@ipoi.gov.ie)

The Office's website address is [www.ipoi.gov.ie](http://www.ipoi.gov.ie)

The Office's general email address is: [ipinfo@ipoi.gov.ie](mailto:ipinfo@ipoi.gov.ie)

LinkedIn - <https://www.linkedin.com/company/intellectual-property-office-of-ireland/>

Twitter - <https://twitter.com/IPOIreland>

Facebook - <https://www.facebook.com/profile.php?id=100064844614506>

Instagram - <https://www.instagram.com/ipoireland/>

## IPOI Organisation Chart

<b>Controller</b>	James Kelly	<a href="mailto:James.kelly@ipoi.gov.ie">James.kelly@ipoi.gov.ie</a>
-------------------	-------------	--

<b>Administration Division</b>	<b>Claire O'Reilly</b>	<a href="mailto:claire.oreilly@ipoi.gov.ie">claire.oreilly@ipoi.gov.ie</a>
Finance & Customer Service Section	VACANT	
Grants & Register Administration Section	Ms. Sinéad Whelan	<a href="mailto:Sinead.whelan@ipoi.gov.ie">Sinead.whelan@ipoi.gov.ie</a>
<b>Trade Marks Examination Division</b>	<b>John Nolan</b>	<a href="mailto:johnp.nolan@ipoi.gov.ie">johnp.nolan@ipoi.gov.ie</a>
National TM & Industrial Designs examination	Ms. Betty Funchion	<a href="mailto:Betty.Funchion@ipoi.gov.ie">Betty.Funchion@ipoi.gov.ie</a>
National & International TM & Designs examination and TM Searches	Ms. Anne Mulhall	<a href="mailto:Anne.Mulhall@ipoi.gov.ie">Anne.Mulhall@ipoi.gov.ie</a>
National & International TM & Designs examination and TM Opposition	Ms. Ann Stapleton	<a href="mailto:Ann.Stapleton@ipoi.gov.ie">Ann.Stapleton@ipoi.gov.ie</a>
<b>Patent Examination Division</b>	<b>Dr. Dolores Cassidy</b>	<a href="mailto:dolores.cassidy@ipoi.gov.ie">dolores.cassidy@ipoi.gov.ie</a>
Patent Examination	Dr Karen Ryan	<a href="mailto:Karen.Ryan@ipoi.gov.ie">Karen.Ryan@ipoi.gov.ie</a>
Patent Examination	Dr Fergal Brady	<a href="mailto:Fergal.Brady@ipoi.gov.ie">Fergal.Brady@ipoi.gov.ie</a>
Patent Examination	Dr. Rut Molinera	<a href="mailto:Rut.Molinera@ipoi.gov.ie">Rut.Molinera@ipoi.gov.ie</a>