

Appeals and Complaints

Security Institute policy respects the right of individuals to formally appeal any decision made or make a formal complaint about any aspect of Security Institute activity.

Appeals Summary

Appeals are made in writing and addressed to “The Secretary” of the Security Institute. Except in exceptional circumstances appeals must be made within 28 days.

The Secretary as the designated officer will determine if an appeal meets the criteria required, thereafter endeavouring to resolve the matter between both parties.

Where the matter is not resolved an appeals committee will be convened.

The committee may seek any documents and interview the parties involved.

Appellants are offered the opportunity to present their case to the committee.

The committee reviews and decides, providing a report to the Secretary, who will revert to the appellant.

Complaints Summary

Complaints in respect of any matters relating to the activity of the Security Institute are made in writing and addressed to “The Secretary” of the Security Institute. Except in exceptional circumstances complaints must be made within 28 days.

The Secretary as the designated officer will determine if a complaint meets the criteria required, thereafter endeavouring to resolve the matter between both parties.

Where the matter is not resolved a complaints committee will be convened.

The committee may seek any documents and interview the parties involved.

Complainants are offered the opportunity to present their case to the committee.

The committee reviews and decides, providing a report to the Secretary, who will revert to the appellant.

General Information

The full address for appeals and complaints is:

The Secretary
The Security Institute of Ireland
W6D Ladytown Business Park
Ladytown, Naas, Co. Kildare
Ireland
W91 HY36

Telephone 045 409222
Email admin@sii.ie
Website www.sii.ie

An e-mail satisfies the written criteria requirement for appeals and complaints.

Staff are available to assist those wishing to engage with the Security Institute on these issues and no decisions made will impact on the legal rights of any individual.

All those who engage with the Security Institute are advised that two statutory authorities play a direct role in monitoring certain Security Institute activities, these are:

The national awarding body:
Quality and Qualifications Ireland
26-27 Denzille Lane
Dublin 2
D02 P266
www.qqi.ie

The security industry regulator:
The Private Security Authority
Davis Street
Tipperary Town
Co. Tipperary
E34 PY91
www.psa.gov.ie

Both of these authorities have an interest in the standards of education and training and as such will take up issues relevant to their respective roles.