

Complaints and Dispute Resolution Procedure	Doc Ref: GUI-049	Version 1.0	
	Page 1 of 3	Issue Date: 28/04/2026	

Stakeholder Complaints and Dispute Resolution Procedure

1. Making a Formal Complaint

Stage 1:

If, unfortunately, you are not satisfied with our engagement in relation to any matter, please contact us via info@coillte.ie. Upon receipt of your email, you will be issued with a Stakeholder Complaint Form which should be completed and emailed back to info@coillte.ie with all supporting information (copies of correspondence, emails etc. and any relevant documentation referred to in the complaint). Upon receipt of the completed Stakeholder Complaint Form and all supporting information, your complaint will be assigned to a relevant staff member who will have overall authority and responsibility for the resolution of the complaint. They will issue an acknowledgement to you within seven (7) working days and will confirm that you will receive a response within one calendar month (Stage 1 Response). If it is not possible to provide a full reply within one calendar month, for example the complaint requires more detailed investigation, the stakeholder will be contacted and advised when the response can be expected. Please note that complaints will only be assigned to the relevant area of business when a completed form and all supporting information is received by Coillte.

A complaint must be lodged by a natural or legal person and include a person's full name and current physical address as well as any other relevant contact details. If a complaint is lodged by an incorporated entity, it must be lodged and signed by a director of the entity with confirmation by the director that they have the authority of the company to lodge the complaint. Until the required particulars are provided with the complaint, the complaint will not be processed.

Stage 2:

If you are still dissatisfied with the Stage 1 response, you can escalate to Stage 2 within 7 days, stating why the findings are not acceptable to you ("**Stage 2 Complaint**"). Coillte will aim to acknowledge the Stage 2 Complaint within seven (7) working days and address it within one calendar month. The Stage 2 Complaint will be forwarded to the Director of the relevant area of business and/or designated senior manager to review the Stage 2 Complaint. If it is not possible to give a full reply within one calendar month, Coillte will make contact and advise on when the response can be expected.

Stage 3:

If you are still not satisfied with the outcome of the Stage 2 Complaint, you may raise the matter with Coillte's Certification Auditors by emailing forestry@soilassociation.org.

Complaints and Dispute Resolution Procedure	Doc Ref: GUI-049	Version 1.0	
	Page 2 of 3	Issue Date: 28/04/2026	

2. Limitation on Number of Complaints

Each Service user and/or stakeholder shall be entitled to submit no more than three (3) complaints per calendar month (the “**Cap**”). A complaint that is paused due to outstanding verification requirements, will count towards the Cap. Any complaint submitted in excess of the Cap shall not be accepted for consideration and shall be returned to the submitting Service User or stakeholder without review within one calendar month.

Each complaint submitted must relate to one discrete issue only. A complainant shall not combine, consolidate, or bundle multiple issues, grievances or subject matters within one complaint form. Where a complaint is found to address more than one issue, the person/s within Coillte having overall authority and responsibility for resolution of the complaint shall be entitled, at their sole discretion, to either: (a) reject the complaint in its entirety and return it to the submitting stakeholder for reformulation into separate single-issue complaints, each of which shall count towards the Cap; or (b) treat the complaint as relating solely to the first issue identified therein and disregard all further issues contained in the complaint form.

Any unused portion of the Cap shall not carry over to any subsequent calendar month. For the avoidance of doubt, the Cap will reset to three (3) complaints at the commencement of each calendar month.

The Cap is subject to any restrictions imposed on a stakeholder pursuant to the [Unreasonable Service User & Stakeholder Policy](#). For the avoidance of doubt, nothing in this Procedure shall operate to limit Coillte’s ability to restrict or refuse complaints in accordance with that Policy.

3. Refusal and Non-Processing of Vexatious and Persistent Complaints.

Definition of Vexatious Complaints

A complaint shall be classified as vexatious where it falls within one or more of the following categories: (a) the complaint is made without reasonable grounds or foundation and is intended primarily to annoy, disrupt, or cause inconvenience to Coillte rather than to seek a genuine resolution of a legitimate grievance; (b) the complaint contains language or allegations that are abusive, threatening, defamatory, or otherwise offensive in nature; (c) the complaint raises matters that are clearly trivial or frivolous and do not warrant the allocation of administrative resources; (d) the complaint appears to be motivated by malice or personal animosity towards individuals or the organisation rather than by a bona fide concern regarding the subject matter of the complaint; (e) the complaint is made for an improper purpose, including but not limited to the harassment or intimidation of staff or the obstruction of legitimate operations (f) or the complainant is acting in concert with other individuals and/or bodies to make multiple complaints or requests on the same issue to create an

Complaints and Dispute Resolution Procedure	Doc Ref: GUI-049	Version 1.0	
	Page 3 of 3	Issue Date: 28/04/2026	

excessive administrative burden on Coillte and/or in order to avoid the Cap (each a "**Vexatious Complaint**").

Definition of Persistent Complaints

A complaint shall be classified as persistent where: (a) it raises the same or substantially the same issue as a complaint previously submitted by the same service user or stakeholder that has already been considered and determined, and no material new evidence or information is presented that would reasonably justify a fresh consideration of the matter; (b) the service user or stakeholder repeatedly resubmits a complaint that has been rejected under this process, whether in its original form or with only minor or immaterial modifications; or (c) the service user or stakeholder engages in a pattern of submitting complaints on the same or closely related subject matter at a frequency or volume that is disproportionate to the nature of the issues raised and that places an unreasonable burden on administrative resources (each a "**Persistent Complaint**").

Where the person/s within Coillte having overall authority and responsibility for resolution of a complaint reasonably determines that a complaint constitutes a Vexatious Complaint and/or a Persistent Complaint, they shall be entitled to refuse to accept, process, or investigate the complaint. They shall notify the submitting stakeholder in writing of its decision to refuse the complaint within one calendar month of receiving the complaint, setting out the grounds upon which the complaint has been classified as a Vexatious and/or Persistent Complaint. A complaint that is refused under this provision shall count towards the Cap.