

## Complaint – Resolution Process

VFS aim to provide an efficient service to their customers. If you have a complaint, we would like to know about it as soon as possible. We shall acknowledge promptly and ensure a comprehensive and timely redress of your complaint to the best of our ability. Every Ireland Visa Application Centre operated by VFS maintains a Complaints Register for the benefit of applicants. The Supervisor of the Visa Application Centre shall provide access to the Register on demand.

Alternatively, you can e-mail your complaint to

<b>All India</b>
------------------

<b>FeedbackIreland@vfshelpline.com</b>
--

Or Fax in your complaint at [+91 11 42658208](tel:+911142658208)

If you wish to complain about the service you received from VFS, you may [submit your complaint directly](#) in person at a Visa Application Centers.

In all cases please provide -

- Your name,
- Address,
- Telephone number and
- A clear description of your complaint with as much detail of names, dates, places and other background as possible.

If you are a VISA applicant then please provide following details as well -

- You're Date of Birth
- Type of Application
- Any Application reference number(s)/Passport Number (s)

We will take your complaint seriously, and will try to provide a full reply within 2 working days. If we cannot give you a full reply within this time we will tell you when we expect to do so and keep you up to date with progress.

In the unlikely event that you are not satisfied with our response, you can escalate your complaint to **"The Ireland Embassy New Delhi**, you can use the given link to express your views to the **Ireland Embassy New Delhi** [www.irelandinindia.com](http://www.irelandinindia.com) .

## Appreciation

We welcome your reviews on the support we provide. They will help us to identify what we do well and what we could do better. If you have any comments on the support you have received, please feel free to write in the compliments register.

VFS would, of course, is keen to hear from you if you have received outstanding service from a particular member of our team and would be delighted to receive your recommendations.