

## CUSTOMER CHARTER

### Principles of Quality Customer Service for Customers and Clients of Rásaíocht Con Éireann

In its dealings with the public, RCÉ will abide by the following principles:

#### **Quality Service Standards**

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

#### **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 gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community).

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.

#### **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.

#### **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 our web site follows the guidelines on web publication.

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

#### **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.

### **Complaints**

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

### **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.

### **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.

### **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.

### **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.

### **Better Co-ordination**

Foster a more co-ordinated and integrated approach to delivery of public services.

### **Internal Customer**

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

## Quality Service Standards

This Charter sets out the standards and quality of service we aim to provide to our customers. It does not seek to cover all the functions and services we provide, but outlines our commitment to you and describe:

- The levels of service you are entitled to expect when you contact us
- How to help us to help you
- How to contact Rásaíocht Con Éireann
- How to make a complaint or raise an issue

### Written Correspondence

- We will acknowledge your correspondence within a maximum of 3 working days.
- We will provide a response to your correspondence within a maximum of 15 working days.
- If we cannot provide an informed response within the timeframes provided, we will write to you and explain this, with an indication of when to expect an informed response.
- We will provide contact name and details to liaise with regarding your query.

### Visitors to RCÉ

- We will treat you with courtesy, efficiency and professionalism.
- We will see you punctually if you have an appointment and endeavour to meet with you if you do not.
- We will provide a suitable and welcoming environment for you to conduct your business with HRI and ensure that it is clean and accessible.
- We welcome all feedback and comments.

### Telephone

- We will answer your call as promptly as possible.
- We will give you our name and the area we work in.
- We will be courteous, polite and helpful at all times.
- Where necessary, we will forward your call to the appropriate section to answer your query in full.
- If we cannot answer your query directly, we will take your details and call you back as soon as possible with a full response.
- We will provide you with as much useful information as possible.
- We will respond to all voicemail messages promptly.

### Making a Complaint

If you are not satisfied with the quality of service you have received from RCÉ, you have the right to complain. In the first instance please discuss this with the staff member that you have been dealing with and they will try to help. However, if you feel that you cannot do this for any reason or that the issue is still not resolved to your satisfaction, you may address the issue to the customer support executive at .

You can make a complaint in person, by telephone, in writing or by email.

If our staff cannot resolve your complaint, or you are unhappy with their response, you can make a formal complaint to the Company Secretary, who will investigate the complaint on your behalf. Please note it is RCÉ'S policy to record telephone calls for the purpose of security, accuracy and training.