An Roinn Breisoideachais agus Ardoideachais,
Taighde, Nuálaíochta agus Eolaíochta
Department of Further and Higher Education,
Research, Innovation and Science

Customer Charter

April 2023

The purpose of this Customer Charter is to set out the standard of service our customers can expect to receive from the Department.

(Note: The publication of a Customer Charter is not intended to create new legal rights for customers.)

Our aim

We aim to provide our customers with a professional, efficient and courteous service and to do our best to improve the standards of the service which we provide.

Our commitment to our customers

Customer satisfaction is very important to us and we aim to achieve this by:

- giving our customers the best possible service and advice;
- treating customers in a proper, fair, impartial and courteous manner;
- aiming to ensure that rights to equal treatment set out by equality legislation are upheld in the delivery of our services;
- aiming, where possible, to meet any special need our customers may have.

Telephone enquiries

We will be available to answer telephone calls during normal office hours (9.00am to 5.45pm Monday to Thursday and 9.00am to 5.15pm on Friday). Our aim is to answer all calls quickly. We will identify ourselves and our area of work. We will be polite and helpful, and do our best to provide our customers with clear and correct information. If we cannot give an answer straight away, we will take the customer's details and call the customer back at a suitable time. We will only connect callers to voicemail when the person they wish to speak to is

unavailable, and we will do our best to respond to voicemail messages within one working day.

Telephone numbers: (01) 889 6400, (01) 889 2466 or (01) 889 2344.

Written communication

We will acknowledge the majority of written communications within 5 working days of receiving them and provide a final reply within 20 working days. In cases where there is going to be a delay, we will explain this to our customers by an interim reply before the 20-day period is up. Our staff will provide our customers with full contact details and a reference number (where applicable). If the correspondence is for another Government department or body, we will pass it on directly to that department, and we will tell the customer what we have done with it.

In-person callers

We will be available to meet by appointment with our customers during normal office hours. We will greet visitors politely, be fair and helpful and deal with their enquiries as quickly as possible. We will provide suitable facilities for meetings and will make sure that our offices are clean and safe. We will also make sure that our offices are accessible for people with disabilities.

Accessibility

The Department's Access Officers are:

Access Officer for Information
Emily McKeon
Email: AccessOfficer@dfheris.gov.ie

Access Officer, Marlborough Street Complex
John Kelly
Address: Marlborough Street, Dublin 1 , D01 RC96
Phone: (01) 889 2134
Email: johnA_kelly@education.gov.ie

Access Officer, Saint Stephen's Green Office

David Savage
52 St Stephen's Green , Dublin 2 , D02 DR67
Phone: (087) 691 6597
Email: David_Savage@dfheris.gov.ie

Access Officer, Tullamore Office

Margaret Molloy
Phone: (057) 932 4330
Email: Margaret_Molloy@education.gov.ie

Equal Status Policy

We are fully committed to providing a service that all our customers can avail of and that treats all customers equally. We will do our best to make sure that the service we provide takes account of the needs that particular groups of customers may have, and we will consult with our customers to make sure that their accessibility needs are looked after. We will provide suitable staff training to support these commitments.

Seirbhís I nGaeilge

Déanfaidh an Roinn gach iarracht chun freastal ar dhaoine ar mian leo a ngnó a dhéanamh trí mheán na Gaeilge.

Service in Irish

The Department will make every effort to accommodate persons who wish to conduct their business through the medium of Irish.

Training

We will invest in customer service training for staff, in particular for staff who are in contact with the general public.

Feedback/making a complaint

As a customer you may be dissatisfied with the quality of service you received from the Department. We recognise that mistakes can be made and delays occur. Our complaint procedures are designed to assist you in making a complaint so that we can respond and, where possible, put things right.

We are committed to consulting with our customers and to asking them how we are doing. Our customers can help us by:

- providing comments, make a complaint or make a suggestion about the service we give;
- filling out and returning any customer survey forms we may send to them.

If customers want to make a suggestion on how we could improve our service, for complaints about the quality of customer service provided, or for general queries they can e-mail our Quality Customer Service Office. The address is CustomerService@dfheris.gov.ie.

Customers can also write to:

Customer Services,
Department of Further and Higher Education, Innovation, Research and Science,
52 St Stephen's Green ,
Dublin 2 ,
D02 DR67
Phone: (01) 889 6400, (01) 889 2466 or (01) 889 2344.

If your complaint remains unresolved, you have the right of further appeal to the Office of the Ombudsman.

The Ombudsman may be contacted at:
Office of the Ombudsman,
18, Lower Lesson Street, Dublin 2

Phone: (01) 639 5600
LoCall: 1890 223 030
Fax: (01) 6395674
Email: ombudsman@ombudsman.gov.ie

The Ombudsman for Children may be contacted at:
Office of the Ombudsman for Children,
Millennium House, 52-56 Great Strand Street, Dublin 1
Phone: (01) 865 6800
Freephone: 1800 20 20 40
Email: oco@oco.ie

Help us to help you

We can help you best if you:

- Provide any information you have which is relevant to your enquiry
- Provide any relevant documents and reference numbers you have
- Follow any checklists or guidelines which you have been given
- Treat our staff and other customers with courtesy and respect

Contact points/phone numbers

You can find a list of contact points at the Who Does What website.