

Department of Transport, Tourism and Sport

Customer Charter 2017-2019

About the Department

We are a central government department, serving the Government and the people of Ireland. Our mission is to shape the safe and sustainable development of:

- transport;
- tourism; and
- sport.

We do this to support economic growth and social progress.

Providing a good quality service

We are fully committed to treating all our customers equally and to delivering the highest quality of service. We will do this in line with the 12 Principles of Quality Customer Service (QCS), which you can find at <http://www.per.gov.ie/en/qcs-initiative/>. The 12 Guiding Principles for QCS form the basis for the QCS Initiative.

In this Charter, we describe:

- what to expect when you contact us;
- what you can do to help us improve our service;
- how we will monitor how we are doing; and
- where you can get more information.

What to expect when you contact us

We will be polite, friendly and fair in our dealings with you. No matter how you contact us, we will deal with your query promptly, efficiently and to the best of our ability.

On the phone

If you contact us by phone, we aim to:

- answer all calls within 20 seconds;
- give you our name when we answer your call; and
- help you as much as we can and give you all the relevant information we have.

We also aim to try to answer your query immediately. If we cannot answer your query immediately, we aim to take your details and tell you when you can expect to hear from us again.

We also aim to make it easy for you to contact us by providing a range of contact options.

If you write to us

If you write to us, we aim to give a full reply **within 15 working days** (from the day we receive your letter). If we cannot do this, we will write to explain the reason why and tell you when you can expect a full reply.

We will write to you in clear and simple language and if we must use technical terms, we will explain them.

We will also make sure all our written replies include a:

- contact name;
- email address; and
- phone number.

If you email us

If you contact us by email, we aim to acknowledge your email within two working days. We will give you the contact details of the division or staff member that is dealing with your query.

We aim to give you a full reply **within 10 working days**. If we cannot do this, we will email you to explain why and tell you when you can expect a full reply.

We aim to reply to you in clear and simple language and if we must use technical terms, we will explain them.

We also aim to make sure all our email replies include a:

- contact name;
- email address; and
- phone number.

If you visit us

If you visit us in person, we promise to:

- respect your privacy;
- be polite and fair in our dealings with you;
- keep our public offices safe and clean and make sure they meet health and safety standards;
- make sure our offices are accessible for customers, including customers with disabilities;
- arrange meetings for a reasonable time that suits you; and
- meet you on time.

Arrange meetings in advance

If you need to meet us, please arrange the meeting with staff in our offices before you come to visit us. We need you to do this to:

- make sure the relevant person is available to meet you; and
- avoid any unnecessary inconvenience you may experience if they are unavailable.

To arrange a meeting, please contact the office you wish to visit before you arrive. The main contact details of our offices are listed below.

We offer easy access to our services

We are committed to providing easy access to our services by:

- making sure that we use simple, clear language;
- offering a range of different ways to contact us; and
- supplying you with full, up-to-date and accurate information in the format you request, wherever possible.

If you have any difficulty contacting us, please contact our Access Officer at accessofficer@dttas.ie.

Service through Irish

We will do our best to accommodate you if you want to deal with us through Irish. At a minimum:

- if you write to us in Irish, we will answer in Irish;
- if you wish to speak to an Irish-speaking member of staff we will put you in contact with one;
- we will publish our most important corporate documents, such as our Annual Report and Customer Service Action Plan, in both Irish and English; and
- we will put as much Irish language material as possible on our website, www.dttas.ie

We plan to meet our commitments under the Official Languages Act 2003. This Act sets out the duties of public bodies regarding the services they provide in Irish and your rights as a member of the public to avail of these services.

How we work with our suppliers

We will:

- operate clear, impartial and transparent tendering and purchasing procedures in line with Public Procurement Guidelines – these are guidelines that set out steps we must follow when buying goods and services;
- continue our commitment to the buying ('procurement') of accessible goods and services under the Disability Act 2005; and
- make sure that payments to suppliers are made in line with relevant Prompt Payment legislation and regulations. The Prompt Payment legislation makes sure that all public bodies pay their suppliers on time.

Tell us how we are doing

We welcome your comments, suggestions and views on any aspect of our service. We believe this will help us to serve you better. You can help us provide the best possible service to you, by telling us how well you think we are performing compared to your expectations.

It is important for us to know what works well. If you tell us when you have received excellent customer service, it will help us to recognise the efforts of our staff and identify best practices that can be used across our organisation.

Help us to help you

You are our customer and it is our responsibility to provide you with the best service we can. You can help us to do this by:

- making comments, complaints or suggestions about the service you receive;
- completing and returning any customer survey questionnaire that we send you;
- giving us all the information we need to help you; and
- treating our staff the way you would like to be treated yourself.

In addition to your feedback, we plan to carry out customer surveys every year. We will publish the findings of these surveys on our website, www.dttas.ie.

What to do if you are not happy with our service

We aim to deliver the best possible service to all customers. However, if you are unhappy with our service, tell us – you have the right to complain. Our Code for Dealing with Complaints tells you how you can make a complaint to us. This Code is in our Customer Service Action Plan, which is available on our website, www.dttas.ie.

We promise that your complaint will not affect how we might treat you in any future dealings with us.

Where to get information

You can get this Charter on our website, www.dttas.ie. It is available in both Irish and English.

To contact us, you can write, phone, email or call to our offices. Contact information can be found on our website. There is also a full list of contact details included in our Customer Service Action Plan. Our contact details follow.

Contact details

Head office

Postal address Department of Transport, Tourism and Sport
Leeson Lane
Dublin 2
D02TR60

Website: www.dttas.ie

Email: info@dtas.ie

Phone 01-670 7444 or LoCall 0761 001601

Please note that the rates you will be charged for using the 0761 number may vary among different phone service providers and will be considerably more if you use a mobile phone.

Opening hours: Monday to Thursday 9.15am to 5.30pm
Friday 9.15am to 5.15pm

Motor Tax, Vehicle Registration Certificates and Change of Vehicle Ownership

Postal address: Driver and Vehicle Computer Services Division
Shannon Town Centre
Shannon
Co Clare
V14P298

Website: www.motortax.ie

Email: Motortax@dtas.ie

Fax: 061-365 053

Phone: 0818-411 412 or +353 818-411412 (outside Ireland)

Please note that the rates you will be charged for using the 0818 number may vary among different phone service providers and will be considerably more if you use a mobile phone.

Opening hours: Monday to Thursday 9.15am to 12.30pm, 2.15pm to 4.00pm
Friday 9.15am to 12.30pm, 2.15pm to 4.00pm

Road Transport Operator Licensing Unit

Postal Address: Department of Transport, Tourism and Sport
Clonfert House
Bride Street
Loughrea
Co Galway
H62ET93

Website: www.rtol.ie

Email: rtol@dtas.ie

Phone: LoCall 0761 001601 or +353 1 6707444 (outside Ireland)

Please note that the rates you will be charged for using the 0761 number may vary among different phone service providers and will be considerably more if you use a mobile phone.

Opening hours: Monday to Thursday 9.15am to 5.30pm
Friday 9.15am to 5.15pm

Coast Guard

Postal address: Department of Transport, Tourism and Sport
Leeson Lane
Dublin
D02 TR60

Email: IRCGDIVISION@dtas.ie

Phone: 01-678 3454

In an emergency, phone 112 or 999 and ask for the coast guard.

Access Officer

Postal address: Department of Transport
Tourism and Sport
Leeson Lane
Dublin 2
D02TR60

Email: accessofficer@dtas.ie

Phone: 01-604 1013

Freedom of Information Officer

Postal address: Department of Transport
Tourism and Sport
Leeson Lane
Dublin 2
D02TR60

Email: foi@dtas.ie

Phone: 01-604 1261