



Department of Rural and Community Development Customer Service Charter

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

PROVIDING SERVICES TO YOU	INFORMATION	SERVICES IN IRISH
<p>We are committed to providing our customers with a professional, efficient and courteous service, irrespective of their method of contact, which includes:</p> <ul style="list-style-type: none">• Telephone• Visitors to our offices• Email or other written correspondence	<p>We will ensure that we provide a means for our customers to access accurate and relevant information through the following means:</p> <ul style="list-style-type: none">• Gov.ie website• Freedom of Information• Information Leaflets• Grant Application processes	<p>We will ensure that customers who wish to conduct their business with us through Irish are accommodated.</p>

VISITING OUR OFFICES	FEEDBACK	CONTACT US
<p>If you visit our offices, we promise to:</p> <ul style="list-style-type: none">• Respect your privacy• Keep our offices clean and safe• Make sure our offices are accessible to customers with disabilities <p>Customers with access requirements can contact us in advance at accommodationICT@drcd.gov.ie to ensure that the necessary arrangements are in place.</p>	<p>We value your feedback and observations on how we provide our services.</p> <p>If you have any queries, or wish to make a complaint about our customer service, please contact us at info@drcd.gov.ie.</p> <p>If you require any further information, please see our Customer Charter and Action Plan, which is published online at www.gov.ie/drcd.</p>	<p><u>Dublin Office</u> Trinity Point, 10-11 Leinster Street South, Dublin 2, D02 EF85 Telephone: 01 7736860 info@drcd.gov.ie</p> <p><u>Ballina Office</u> Government Offices, Ballina, Co Mayo, F26 E8N6 Telephone: 01 7736860 info@drcd.gov.ie</p> <p><u>Islands Division</u> Na Forbacha, Contae na Gaillimhe, H91 KX39 Telephone: 091 503700 info@drcd.gov.ie</p>