



An Roinn Leanaí, Comhionannais,
Míchumais, Lánpháirtíochta agus Óige
Department of Children, Equality,
Disability, Integration and Youth

Department of Children, Equality, Disability, Integration and Youth

Customer Charter 2022-2025

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Customer Charter 2022–2025

The Customer Charter sets out what people can expect when dealing with us.

1. Our Commitment to our Customers

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

- treating customers in a proper, fair, impartial and courteous manner;
- giving our customers the best possible service and advice;
- 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 needs our customers may have.

2. Telephone Enquiries

We will be available to answer telephone calls during normal office hours (9:15am - 5:30pm Monday to Thursday [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 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 them back at a suitable time.

3. Written Communications

We seek to acknowledge written communications, including email, within 5 working days of receiving them, and provide a final reply within 20 working days. In cases where it is not possible to meet this timeframe, we will explain this to our customers by way of an interim reply within the 20-day period.

If the correspondence is for another Government Department or public body, we will, with your consent, pass the correspondence on to them.

4. Personal Callers

We will be available to meet, by appointment, with our customers during normal office hours on matters relating to the work of the Department. 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.

5. Equal Status Policy

We are committed to providing a service that all our customers can avail of and that treats all customers equally. We will do our best to ensure that the services we

provide take account of the needs that particular groups of customers may have. Where appropriate, 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.

6. Equality/Diversity

We will ensure our staff have knowledge about equality and diversity and we will do this through training, information and communication. In our dealings with our customers, we will make sure that their rights to equal treatment, set out by equality legislation, are upheld.

7. Séirbhís trí Ghaeilge/Service in Irish

Tabharfar freagra as Gaeilge ar chomhfreagras a gheofar i nGaeilge. Déanfar gach iarracht freastal ar fhiafraithe teileafóin i nGaeilge agus freastal ar dhaoine a thagann i láthair ar mian leo a ngnó a dhéanamh trí Ghaeilge.

We will ensure that customers who wish to deal with us through Irish can do so.

8. Irish Sign Language (ISL) Interpretation Services

We will ensure that customers who require and wish to use Irish Sign Language (ISL) to deal with us can do so.

We can provide an Irish Sign Language (ISL) interpreter in person or by video link where required. Please contact us, as we will need to set up an appointment to provide this service.

9. Training

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

10. Our Customers' Responsibilities

We expect that our staff will be treated with courtesy and respect. Customers must afford our staff with the opportunity to respond to enquiries made.

Our staff have the right to make a decision to terminate a telephone call if the caller exhibits aggressive or abusive behaviours. In the event of this happening, the staff member will advise the caller that their behaviour is unacceptable and advise that the call will be terminated should the behaviour continue.

The Department's **Unreasonable Actions Policy** can be found **Appendix C** of our **Customer Service Action Plan 2022-2025**.

11. Feedback

If a customer wants to make a suggestion on how we could improve our service, they can e-mail our Customer Service Officer, who can be contacted at contact@equality.gov.ie

Customers can also write to

The Customer Service Officer
Department of Children, Equality, Disability, Integration and Youth
FREEPOST F5055
Block 1, Miesian Plaza
50-58 Baggot Street Lower
Dublin 2.
D02 XWI4

12. Customer Complaints

Our **Customer Complaints Procedure** is outlined in **Appendix B** of our **Customer Service Action Plan 2022-2025**.

Our Access Officer's contact information is published below and on our website if you are making a complaint under the Disability Act (2005).

13. Help Us to Help You

We can help you best if you

- provide any information you have which is relevant to your inquiry
- 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

14. Contact Points / Telephone Numbers / Email

Customer Service

Customer Service Officer
Department of Children, Equality, Disability, Integration and Youth
FREEPOST F5055
Block 1, Miesian Plaza
50-58 Baggot Street Lower
Dublin 2. D02 XW14

Telephone – 01 647 3167

Email – contact@equality.gov.ie

Access Officer

Access Officer – Jill Robinson
Department of Children, Equality, Disability, Integration and Youth
FREEPOST F5055
Block 1, Miesian Plaza
50-58 Baggot Street Lower
Dublin 2. D02 XW14

Telephone – 01 647 3070

Email – jill.robinson@equality.gov.ie

Freedom of Information

Freedom of Information Officer
Department of Children, Equality, Disability, Integration and Youth
FREEPOST F5055
Block 1, Miesian Plaza
50-58 Baggot Street Lower
Dublin 2. D02 XW14

Telephone – 01 647 3167

Email – foiequality@equality.gov.ie

Complaints Appeals Officer

Department of Children, Equality, Disability, Integration and Youth
FREEPOST F5055
Block 1, Miesian Plaza
50-58 Baggot Street Lower
Dublin 2
D02 XW14

Telephone – 647 3000

Email – contact@equality.gov.ie