



Customer Service Charter (Interim)

2019



An Roinn Gnóthaí Fostaíochta
agus Coimirce Sóisialaí
Department of Employment Affairs
and Social Protection



1. OUR COMMITMENTS

When you contact or visit the Department we will:

- Treat you equally, with courtesy and respect.
- Inform you of your rights, entitlements and responsibilities.
- Protect your information.
- Respect your right to privacy.
- Provide translation and interpretation services, including sign language, as required.
- Ensure our services are fully accessible.
- Conduct business through Irish, where requested.
- Provide redress when you have a complaint.

Monitor and Evaluate

- We monitor our service performance through the use of internal management systems and reports via consultation and feedback received through the comments, compliments and complaints procedure.
- We also monitor our performance through customer surveys and report on our performance in our annual report on www.welfare.ie.



2. WHAT TO EXPECT WHEN YOU CONTACT US

We commit to:

- Provide clear, accurate and comprehensive information on all our schemes and services.
- Use clear simple language in our application forms, information leaflets and communications.
- Ensure that material on our website www.welfare.ie is up-to-date and accessible.
- Respond to general queries emailed to Info@welfare.ie

When you contact us by letter or email

- We will respond to correspondence within 15 working days.

- We will give you a contact name, telephone number and email address (if requested) so that you can contact us again if you need to.

When you contact us by phone

- We aim to answer all calls within the following timeframes:

30% of calls within  1 minute

90% of calls within  3 minutes

100% of calls within  5 minutes

- We will give you our name, identify our area of work and provide you with the information you need.
- If we cannot deal with your query immediately, we will find the information you need and call you back.
- If your call needs to be transferred to another area, we will tell you the name of the area and why you are being transferred.

When you visit the Department

- We will direct you to the service you need.
- We will ensure insofar as possible that your appointment runs to schedule.
- Our public offices are fully accessible for everyone and comply with Health and Safety standards.
- We offer translation and interpretation services, including sign language.

How we deal with your application

- We will process any application you make in a timely and impartial manner.
- We will advise you of the outcome of your application.
- In the event of a negative decision we will advise you of your right to a review and/or appeal.



3. HELP US TO HELP YOU

To make our service better for you we ask that you:

- Have your PPSN or employer number to hand when you call or visit us, and bring your Public Services Card or suitable photo ID when you visit our offices.
- Give full and accurate information in all your dealings with us.
- Tell us if your circumstances change.
- Complete all forms correctly and bring all documents needed for your appointment.
- Treat our staff with courtesy and respect.
- If you deliberately provide false or misleading information, you may be prosecuted.



WE VALUE YOUR OPINION

Let us know when you get good service, when things go wrong, or how you think we can improve our services. This will allow us to serve you better.



4. COMMENTS, COMPLIMENTS and COMPLAINTS

Feedback is important to us as it helps us to continually improve our services.

- If you wish to give feedback on the service you received, you can submit a comment, compliment or complaint.
- We will pass your comments and compliments to the relevant service area.
- We will investigate and respond to your complaint in an impartial manner:
 - Acknowledgement  3 working days of receipt
 - Response  15 working days, where practicable



How to submit a comment, compliment or complaint

- All staff members can log a comment, compliment or complaint for you.
- You can talk to an Intreo centre staff member.
- You can visit the [Contact Us](#) or [Comments and Complaints](#) area of our website www.welfare.ie.
- You can email customerservice@welfare.ie.
- You can call us on (071) 919 3302 or 1890 66 22 44 *
- You can write to Customer Service, Social Welfare Services, AMD, Store Street, Dublin 1, D01 WY03

* The rates charged for 1890 numbers may vary among service providers. These rates can be considerably higher from mobile network providers.