



An Roinn Iompair  
Department of Transport

# Customer Charter 2020 - 2022

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## Customer Service Charter 2020 – 2022

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### Providing a good quality service

We are a central Government Department, serving the Government and the people of Ireland. 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 [Principles of Quality Customer Service](#).

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 our performance
- 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. We aim to make it easy for you to get in contact with us by providing a range of contact options:

### If you contact us by 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
- 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, and if not, we will take your details and tell you when you can expect to hear from us again.

### If you write to us

If you write to us, we aim to give a full reply **within 15 working days, where possible** (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 that all our written replies include a:

- Contact name
- Email address
- 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 that all our email replies include a:

- Contact name
- Email address
- 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
- 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 in order to:

- Make sure the relevant person is available to meet you
- 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 on pages 20-21.

## 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
- 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@transport.gov.ie](mailto:accessofficer@transport.gov.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
- We will put as much Irish language material as possible on our website [www.gov.ie/transport](http://www.gov.ie/transport)

The Department has commitments under the Official Languages Act 2003 and we are determined to meet these.

This Act sets out the duties of public sector 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 guidelines set out the steps that 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
- 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 to 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
- Treating our staff the way you would like to be treated yourself

## **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 available at Appendix A, page 23 of this document. We promise that your complaint will not affect how we might treat you in any future dealings with us.

## **Where to get information**

This Charter is also available on our [website](#). 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

Please note that email is the best form of contact at present. Some telephone numbers may not be manned as a result of workplace changes due to COVID-19

Head Office	
<b>Postal Address</b>	Department of Transport Leeson Lane Dublin 2 D02TR60
<b>Website:</b>	<a href="http://www.gov.ie/trasnsport">www.gov.ie/trasnsport</a>
<b>Email:</b>	<a href="mailto:info@transport.gov.ie">info@transport.gov.ie</a>
<b>Phone:</b>	01 6707444 or Lo Call 0761 001601  Please note that from 1st Dec 2019, calls to the 0761 number will be charged the same as a call to a local landline, and will be included in any bundle you may have that covers calls to landlines. Please consult your own telephony service provider for details.
<b>Opening Hours:</b>	Monday to Thursday 9.15am to 5.30pm  Friday 9.15am to 5.15pm

Motor Tax, Vehicle Registration Certificates and Change of Vehicle Ownership	
<b>Postal Address</b>	Driver and Vehicle Computer Services Division Shannon Town Centre Shannon Co Clare V14P298
<b>Website:</b>	<a href="http://www.motortax.ie">www.motortax.ie</a>
<b>Email:</b>	<a href="mailto:motortax@transport.gov.ie">motortax@transport.gov.ie</a>
<b>Phone:</b>	0818 411412  Please note that from 1st Dec 2019, calls to the 0818 number will be charged the same as a call to a local landline, and will be included in any bundle you may have that covers calls to landlines. Please consult your own telephony service provider for details.
<b>Opening Hours:</b>	Monday to Friday 9.15am to 5.00pm

## Road Transport Operator Licensing Unit

**Postal Address** Department of Transport  
Clonfert House  
Bride Street  
Loughrea  
Co Galway  
H62ET93

**Website:** [www.rtol.ie](http://www.rtol.ie)

**Email:** [rtol@transport.gov.ie](mailto:rtol@transport.gov.ie)

**Phone:** Lo Call 0761 001 601 or +353 1 6707444 (outside Irl)

Please note that from 1st Dec 2019, calls to the 0761 number will be charged the same as a call to a local landline, and will be included in any bundle you may have that covers calls to landlines. Please consult your own telephony service provider for details.

**Opening Hours:** Monday to Friday 9.30am to 1.00pm  
and  
2.00pm to 5.00pm

## Coast Guard

**Postal Address** Department of Transport  
Leeson Lane  
Dublin 2  
D02 TR60

**Email:** [IRCGDIVISION@transport.gov.ie](mailto:IRCGDIVISION@transport.gov.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  
Leeson Lane  
Dublin 2  
D02 TR60

**Email:** [accessofficer@transport.gov.ie](mailto:accessofficer@transport.gov.ie)

**Phone:** 01 - 604 1013

## Freedom of Information Officer

**Postal Address** Department of Transport  
Leeson Lane  
Dublin 2  
D02 TR60

**Email:** [foi@transport.gov.ie](mailto:foi@transport.gov.ie)

## Driver and Vehicle Computer Services Division Customer Service Charter

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We are committed to providing a high quality of customer service to you. The purpose of this Customer Charter is to set out the standard of service our customers can expect to receive from this office.

### 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 service which we provide.

### Customer Commitment

- provide you with clear and accurate information;
- address your query promptly, efficiently and to the best of our ability
- treat you with courtesy and respect
- protect your information
- consult with you to establish your needs when developing, delivering and reviewing our services
- provide redress when you have a complaint

### Telephone Enquiries

We will be available to answer your telephone calls from 9.15 am to 12.45pm and 2pm to 4pm Monday to Friday (excluding weekends and bank holidays). For telephone calls we commit to:

- answering your call as quickly as possible
- identifying ourselves and our area of work
- being polite and helpful
- giving you clear and correct information
- respecting your privacy and treating your enquiry or complaint in confidence
- making it easy for you to contact us, by, for example, providing a Lo Call number

If we cannot address your query immediately, we will take your contact details and let you know when you should expect a full response. If we have to transfer your call, we will tell you who we are transferring you to and why.



Our phone service also includes a number of automated messages that address the most commonly asked queries to our office. This service is 24/7.

## Written Correspondence

For written correspondence, we commit to:

- sending you a full reply within 10 working days, or if this is not possible, send you an interim reply explaining why, and setting out when you can expect a full reply
- providing information to you in clear and simple language, with any necessary technical terms only used where necessary
- making sure that all our written replies include a contact name, and email address
- respecting your privacy and treating your enquiry or complaint in confidence

If correspondence is for another Government Department or Body, we will pass it on directly to that office, and tell you where we have sent it.

## Email

If you contact us by email, we commit to:

- acknowledging receipt of your email immediately
- issuing instantaneous automated reply setting out answers to the most commonly asked questions taken from communication with our customers
- providing information to you in clear and simple language, with any necessary technical terms only used where necessary
- making sure that all replies include a contact name and email address
- respecting your privacy and treating your enquiry or complaint in confidence

Where automated reply does not address your query, and you reply seeking a specific response, we will give you a full reply within 5 working days.

Where a full reply is not possible within 5 working days (e.g. where an enquiry requires considerable research), we will email you and let you know that your response may take longer than normal, and give you an approximate timeframe of when you can expect a full reply.

## Personal Callers

Our office will be open from 9.15 am to 5pm Monday to Friday (excluding Bank Holidays).  
If you visit us in person, we promise to:

- be fair and helpful in dealing with your enquiry as efficiently as possible
- be polite and professional; and behave in a courteous manner
- respect your privacy
- keep our public offices safe and clean and comply with health and safety standards
- make sure our offices are accessible for our customers, including customers with disabilities

## Documents

We will produce all documents (such as forms and information leaflets) in as user-friendly a format as possible, and in both English and Irish language.

## Accessibility

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

- making sure that we use simple clear language
- offering a range of options for contacting us
- supplying you with full, up-to-date and accurate information in the format you request, wherever possible

## Service in Irish

We will make every effort to accommodate you if you wish to conduct your business through the medium of Irish.

At a minimum:

- if you write to/phone/email this office in Irish, we will answer in Irish
- all motor tax documents and information leaflets are printed and made available in Irish
- all our websites, including the online motor tax website, are available in Irish, for both processing of your transaction and retrieving relevant driver and vehicle information

## Our Website ([www.motortax.ie](http://www.motortax.ie))

We will make sure that our website:

- is updated regularly
- contains clear and accurate information
- is easy to access and navigate

## Making a Complaint

If you are not satisfied with any aspect of our services or you believe the services you have received are not in accordance with this Charter, you have a right to make a complaint.

For all written complaints we receive, we will do the following:

- investigate them thoroughly
- treat your complaint fairly and without bias
- reply to them in writing within 15 working days; include a contact name, address and telephone number for any reply issued to you
- update our records immediately, where necessary, arising from a complaint

Complaints should be addressed, in writing, to the Customer Service Manager (details provided on page 26). The fact that you have complained to us does not stop you from also complaining through the Ombudsman (see contact details below). However the Ombudsman will normally expect you to have made a complaint to us first.

The Ombudsman is completely independent of the Government, and the service is free.

Address Details:

Office of the Ombudsman,

6 Earlsfort Terrace,

Dublin 2

D02 W773

Telephone: 01- 639 5600

Email: [complaints@ombudsman.ie](mailto:complaints@ombudsman.ie)

We promise to co-operate with the Ombudsman or any other people or organisations that act for you. Our Customer Service Manager will be happy to give any information or help you may need.

## Help us to help you

- treat our staff the way you would like to be treated yourself
- give us all the information we need to help you
- make comments, complaints or suggestions about the service you receive  
(positive and/or negative)
- complete and return any customer survey questionnaire that we send or make available to you

## How to Contact Us

Customer Services Manager  
Driver & Vehicle Computer Services Division  
Department of Transport  
Shannon,  
Co. Clare  
V14 P298  
Lo Call: 0818 411 412

Email:

[motortax@transport.gov.ie](mailto:motortax@transport.gov.ie)

Web: [www.motortax.ie](http://www.motortax.ie)

**Please note that email is the best form of contact at present. Some telephone numbers may not be manned as a result of workplace changes due to COVID-19**

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## Road Transport Operator Licensing Unit (RTOL) Customer Charter

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This Charter sets out the standards of service you, as a customer, can expect to receive when you contact the Road Transport Operator Licensing Unit.

### What to expect when you contact us

No matter how you contact us, we will deal with you promptly, efficiently and to the best of our ability. We will be courteous, friendly and attentive in our dealings with you and provide you with clear and accurate information.

If you contact us about matters that are not part of the services we provide, we will do our best to inform you of any different organisation we believe can help you with the information you require.

### If you contact us by telephone

- we will identify our organisation when we answer
- our aim is to answer at least 90% of calls within 15 seconds during business hours
- if we need to transfer your call, we will tell you the name of the person you are being transferred to and ensure that he or she is briefed on the nature of your call
- we will try to answer your query immediately. If, due to the nature of your query we cannot do this, we will respond within 5 working days, where possible
- where it is not possible to issue a full reply within 5 working days, we will tell you and let you know when you should expect a full response to your enquiry
- we will respect your privacy and treat your enquiry or complaint in confidence

### If you contact us by email, we will:

- acknowledge your email within 2 working days of receipt
- respond to your enquiry fully within 5 working days, where possible. Where it is not possible to respond fully within 5 working days, e.g. where an enquiry requires considerable research or expertise, we will tell you and let you know when you should expect a full response to your enquiry
- ensure all our email correspondence includes a contact name, telephone number and email address
- ensure our emails to you are clear and technical terms are explained
- respect your privacy and treat your enquiry or complaint in confidence

## **If you visit us in person, we will:**

behave in a polite, professional and courteous manner;

- use technical or legal terms only when necessary and explain the meaning of those terms clearly where possible
- exercise flexibility in so far as possible to meet your needs
- be timely and punctual in our dealings with you
- respect your privacy and deal with you in confidence
- make sure our offices are accessible for our customers, including customers with disabilities
- review and improve signage of disabled facilities as necessary
- provide appropriate facilities for meeting with you
- ensure our offices are clean and safe, and comply with health and safety standards

If you have a disability, please inform our office of your intention to visit and we will provide the necessary assistance and information you require to access the building comfortably and safely.

## **If you write to us, we will:**

- acknowledge receipt of your letter within 5 working days;
- respond, in writing, to your enquiry within 10 working days. Where it is not possible to issue a full reply within 10 working days, we will tell you and let you know when you should expect a full response to your enquiry
- include a contact name, address and telephone number in any correspondence with you
- use technical or legal terms only when necessary and explain the meaning of those terms clearly
- give you as much clear, accurate and helpful information as we can
- respect your privacy and treat your enquiry or complaint in confidence

## In relation to information on our website [www.rtol.ie](http://www.rtol.ie) , we will:

- keep information on the website as up to date as possible
- ensure information on the website is clear and accurate, and where possible that technical or legal terms are explained
- strive to make our website easy to access and navigate
- provide facilities for making an enquiry or complaint on our website

## Service in Irish

We will make every effort to accommodate you if you wish to conduct your business through the medium of Irish:

- if you write to/phone/email this office in Irish, we will answer in Irish
- forms can be made available in Irish
- our website is available in Irish

## Help Us to Help You

In order to help us to provide the best service we can, please:

- quote any relevant reference numbers when you telephone us, or in any written correspondence
- ensure you include your name, address and a daytime telephone number or email address in your correspondence
- be as clear as possible about your enquiry or complaint and give us as much detail as possible
- make comments, complaints or suggestions about the services you receive from us
- respond to any customer survey or questionnaire that we may ask you, and
- treat our staff with courtesy and respect.

## Valuing your feedback

We welcome your opinion about our services. Let us know when you are happy with the service we have provided for you. Equally, if you are unhappy with our service or if you have suggestions to improve it, we would like to hear from you. Please send your feedback to [rtol@transport.gov.ie](mailto:rtol@transport.gov.ie)

## How we will monitor how we are doing

To help us to provide the best possible service to you, we need to know how we are performing in relation to your expectations. To do this we plan to:

- consult with our customers in order to evaluate our services
- set real and achievable targets and monitor performance against the achievement of those targets

We are committed to evaluating and improving our services. In reviewing our services we may contact you for your feedback. To help us to improve our services, we would appreciate if you would take the time to respond truthfully and fully to any customer survey or questionnaire that we, or our agents, may ask you to take part in, either written or by telephone.

## What to do if you are not happy

If you are not satisfied with any aspect of our services, or you believe the service you have received falls short of what is outlined in this charter, you have a right to complain, preferably in writing. We will acknowledge all formal complaints within 10 working days and respond to you in writing. All complaints will be dealt with fairly and independently under our complaints investigation procedure. If we have made a mistake we will do our best to put things right.

Complaints should be addressed to the Head of Unit at the address on page 31..

If you are dissatisfied with the outcome of the RTOL complaints investigation process, you may seek an external investigation of your complaint by contacting:

Office of the Ombudsman,  
6 Earlsfort Terrace  
Dublin 2  
D02 W773  
Phone: 01-639 5600  
Email: [complaints@ombudsman.ie](mailto:complaints@ombudsman.ie)



## Our Contact Details

Road Transport Operator Licensing Unit  
Department of Transport  
Clonfert House,  
Bride Street  
Loughrea  
Co. Galway H62 ET93

**Phone:** 01-670 7444

**Lo Call:** 0761 001 601

**Email:** [rtol@transport.gov.ie](mailto:rtol@transport.gov.ie)

**Website:** [www.rtol.ie](http://www.rtol.ie)

**Our public office is open Monday to Friday from 9.30 a.m. to 1 p.m. and 2 p.m. to 5 p.m.**

**Please note that email is the best form of contact at present. Some telephone numbers may not be manned as a result of workplace changes due to COVID-19**

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## Customers of the Department

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Listed below are the broad categories of customers the Department serves.

<b>General</b>	You – the public
	Specific interest groups
	Students and school groups
	Consultants
<b>Internal customer</b>	Staff of the Department
<b>Transport sector</b>	Airlines
	Airports
	Private Bus Operators
	Travel Agents/Tour Operators
	Services Industrial Professional and Technical Union (S.I.P T.U)
	F.A.I.R
	National Taxi Drivers Union/National Private Hire and Taxi Association
	Taxi Company Owners Association
	Garda Headquarters (HQ) (Traffic)
	Motor Insurers' Bureau of Ireland
<b>Representative Bodies</b>	Chartered Institute of Transport in Ireland (CITI)
	Irish Business and Employers' Confederation (IBEC)
	Irish Congress of Trade Unions (ICTU)
	Irish Small and Medium Enterprises Association (ISME)
	Irish Travel Agents Association (ITAA)
	Irish Insurance Federation
<b>International Associations</b>	EU Commission/other EU institutions
	European Conference of Ministers of Transport
	International Civil Aviation Organisation (ICAO)
	European Civil Aviation Conference (ECAC)

	Economic Commission for Europe (ECE)
<b>Political</b>	Ministers
	Members of the Oireachtas Members of the European Parliament
	Local Public Representatives
<b>Public Service</b>	Other Government Departments
	State Agencies
	Local/Regional Authorities
	Dublin City Council
<b>Media</b>	T.V.
	Radio
	Newspaper
	Journalists

## Our Contact Details

Please note that email is the best form of contact at present. Some telephone numbers may not be manned as a result of workplace changes due to COVID-19

Main	Phone Number	Email Address
Department of Transport Leeson Lane Dublin 2 DO2 TR60	01-670 7444 Lo Call 0761 001601	<a href="mailto:info@transport.gov.ie">info@transport.gov.ie</a>
<b>Transport</b>		
Air Accident Investigation Unit	01-604 1513	<a href="mailto:info@aaiu.gov.ie">info@aaiu.gov.ie</a>
Accident reporting line	01-241 1777 01-604 1293	
Airports Division	01-670 7444	<a href="mailto:AirportsDivision@transport.gov.ie">AirportsDivision@transport.gov.ie</a>
Aviation Services Division	01-604 1131	<a href="mailto:aviationservices@transport.gov.ie">aviationservices@transport.gov.ie</a>
Driver and Vehicle Computer Services Division	0818 411 412	<a href="mailto:Motortax@transport.gov.ie">Motortax@transport.gov.ie</a>
Irish Coast Guard	01-678 3454	<a href="mailto:IRCGDIVISION@transport.gov.ie">IRCGDIVISION@transport.gov.ie</a>
Marine Casualty Investigation Board	01-678 3485 01-678 3486	<a href="mailto:MarineCasualtyInvestigationBoard@transport.gov.ie">MarineCasualtyInvestigationBoard@transport.gov.ie</a>
Marine Survey Office	01-678 3400	<a href="mailto:MSO@transport.gov.ie">MSO@transport.gov.ie</a>
Maritime Radio Affairs Unit	01-678 3453	<a href="mailto:radiosurveyors@transport.gov.ie">radiosurveyors@transport.gov.ie</a>
Maritime Safety Policy Division	01-678 3418	<a href="mailto:maritimesafety@transport.gov.ie">maritimesafety@transport.gov.ie</a>
Maritime Transport Division	01-678 3425	<a href="mailto:maritimetransport@transport.gov.ie">maritimetransport@transport.gov.ie</a>
Mercantile Marine Office	01-678 3480	<a href="mailto:maritimeservices@transport.gov.ie">maritimeservices@transport.gov.ie</a>
Motor Tax, Vehicle Registration Certificates and Change of Vehicle Ownership	061 365005 Lo Call 0818 411412	<a href="mailto:motortax@transport.gov.ie">motortax@transport.gov.ie</a>
Public Transport Division	01-604 1683	<a href="mailto:PTD@transport.gov.ie">PTD@transport.gov.ie</a>
Public Transport Investment Division	01-670 7444	<a href="mailto:transportinvestment@transport.gov.ie">transportinvestment@transport.gov.ie</a>
Public Transport Regulation Division	01-604 1277	<a href="mailto:PublicTransportRegulationDivision@transport.gov.ie">PublicTransportRegulationDivision@transport.gov.ie</a>

Please note that from 1st Dec 2019, calls to the 0761 number will be charged the same as a call to a local landline, and will be included in any bundle you may have that covers calls to landlines. Please consult your own telephony service provider for details.

Road Safety Division	01-604 1406	<a href="mailto:roadsafety2@transport.gov.ie">roadsafety2@transport.gov.ie</a>
Road Transport Operator Division	01-670 7444 Lo Call 0761 001 601	<a href="mailto:rtol@transport.gov.ie">rtol@transport.gov.ie</a>
Roads Division	01-604 1046	<a href="mailto:roadsdivision@transport.gov.ie">roadsdivision@transport.gov.ie</a>
Sustainable Transport Division	01-604 1060	<a href="mailto:nsto@transport.gov.ie">nsto@transport.gov.ie</a>
<b>Corporate Divisions</b>		
Customer Service	01-604 1140	<a href="mailto:info@transport.gov.ie">info@transport.gov.ie</a>
Economic and Financial Evaluation Unit	01-604 1667 01-604 1668	<a href="mailto:efeu@transport.gov.ie">efeu@transport.gov.ie</a>
Finance Division	01-604 1633	<a href="mailto:financedivision@transport.gov.ie">financedivision@transport.gov.ie</a>
Freedom of Information	01-604 1178	<a href="mailto:foi@transport.gov.ie">foi@transport.gov.ie</a>
Human Resources Division	01-604 1374	<a href="mailto:HRDivision@transport.gov.ie">HRDivision@transport.gov.ie</a>
Internal Audit Unit	01-604 1116	<a href="mailto:InternalAudit@transport.gov.ie">InternalAudit@transport.gov.ie</a>
Legal Services Division	01-670 7444	<a href="mailto:LEGALSERVICES@transport.gov.ie">LEGALSERVICES@transport.gov.ie</a>
Policy and Governance Coordination Unit	01-604 1196	<a href="mailto:gcu@transport.gov.ie">gcu@transport.gov.ie</a>
Press Office	01-604 1090 01-604 1087	<a href="mailto:PressOffice@transport.gov.ie">PressOffice@transport.gov.ie</a>

Please note that from 1st Dec 2019, calls to the 0761 number will be charged the same as a call to a local landline, and will be included in any bundle you may have that covers calls to landlines. Please consult your own telephony service provider for details.

Secretary General's Office	01-604 1348	<a href="mailto:secretarygeneral@transport.gov.ie">secretarygeneral@transport.gov.ie</a>
<b>Ministers' offices</b>		
Minister Eamon Ryan	01-604 1082	<a href="mailto:minister@transport.gov.ie">minister@transport.gov.ie</a>
Minister of State Hildegard Naughton	01-604 1034	<a href="mailto:Hildegard@transport.gov.ie">Hildegard@transport.gov.ie</a>

Please note that email is the best form of contact at present. Some telephone numbers may not be manned as a result of workplace changes due to COVID-19

## Appendix A

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### Complaints Procedure

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We are fully committed to delivering the highest quality of service and equality of treatment to all our customers. However, if you are unhappy with the quality of service you have received from the Department, or the manner in which our service was delivered to you, you have the right to complain to us. The process for making a complaint is outlined below.

This complaints procedure does not cover the following:

- Complaints related to agencies under the remit of the Department. Contact details for all agencies under the remit of the Department can be found on our website [here](#).
- Complaints relating to another Department, Minister or agency under the remit of another Department
- Appeals against decisions taken in the operation of the Sports Capital Programme or Local Authority Swimming Pool Programme
- Complaints referring to Section 38 of the Disability Act. Information on this Act can be found on our website [here](#)
- Matters which are the subject of litigation
- Matters referred to the Ombudsman
- [Freedom of Information \(FOI\)](#) or [Access to Information on the Environment \(AIE\)](#) requests or appeals.

### Your role and responsibilities:

We will treat all complaints thoroughly, fairly and with courtesy. In return, we ask that you treat our staff with respect and politeness. In the majority of cases our complainants behave in a reasonable manner, however we will not tolerate abusive, offensive or threatening behaviour, or that which, due to the frequency of contact, accounts for a disproportionate amount of time and resources. We have a right to end telephone calls if the caller is considered aggressive, abusive, offensive, excessively argumentative or confrontational. The staff member taking the call will inform the caller that his/her

behaviour is unacceptable and that the call will be terminated if the behaviour continues.

### Our role and responsibilities:

Our first step is to check that the complaint falls within the remit of our Complaints Policy. If this is not the case and the complaint is excluded from our policy, we will notify you as soon as possible. (Issues which are excluded are detailed above in the section '*What is not covered by this Complaints Procedure*' above). We have developed five principles which we follow when we handle and resolve complaints.

1.	Access and assistance	You can access our complaints handling process through our website and by contacting our staff. If there is anything that may affect your ability to make a complaint to us, please let our Access Officer know and we will do all we can to help you. (The Access Officer is responsible for providing, arranging or co-ordinating assistance to persons with disabilities who wish to access the services provided by the Department of Transport) Contact details are in <b>Key Contacts</b> on page 21.
2.	Fair and reasonable treatment	Anyone making a complaint will be treated promptly, with courtesy, consideration and respect. We will maintain impartiality, confidentiality and transparency when we manage complaints. We will keep records of your complaint separate from other records and will ensure that no complaint you make in good faith will be used to your disadvantage in the future.
3.	Efficiency and Responsiveness	We will acknowledge receipt of your complaint within 5 working days. We will investigate the complaint and reply to you within 20 working days. Where this is not possible, we will send you an interim reply explaining the position and advising when a complete response will be sent to you.
4.	Accountability and reporting	All staff in the Department are aware of the service standards and procedures set out in this policy and the Department's Customer Service Charter.



5.	Improvement	If we receive a complaint we will use the feedback we receive to review our processes and procedures. We endeavour to learn from mistakes to ensure that errors are not repeated.
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## How to make a complaint

You can make a complaint in person, by telephone, in writing or by email. For clarity, it is helpful to get complaints in writing or by email. Our complaints handling process has 3 distinct levels:

### Level 1:

Your complaint should be directed initially to the staff member of the Division you have been dealing with. If you prefer, you may also direct your complaint to a manager within that Division. Our staff there will try to deal with the problem without delay. Contact details for each Division within the Department can be found on the [Contact Us](#) section on our website.

You should provide enough information to help us understand the circumstances of your complaint. It will assist us in dealing promptly with your complaint if you give us the following information:

- Your name and address;
- A daytime telephone number, if you would be happy for us to contact you by phone – this may help resolve the matter more quickly;
- The name of the official(s) with whom you were dealing;
- The date(s) on which your dealings with us occurred; and
- Details of exactly what you are dissatisfied with (including any relevant reference numbers).

If you are unhappy with the response to your complaint, you can pursue the matter with the Customer Services Manager:

Reform, Communications and Emergency Planning Division  
Department of Transport  
Leeson Lane,  
Dublin 2  
D02 TR60

All complaints received by the Customer Services Manager will be acknowledged within 3 working days. In general we will deal with complaints to the Customer Services Manager within 15 working days. It may, however, take longer to deal with more complex cases. In that event, we will contact you, explain why and indicate by what date we will finalise our consideration of the complaint. If referring a complaint to the Customer Service Manager would lead to a conflict of interest, the matter will be referred to the Head of Unit who will appoint another person to address the complaint.

The Customer Services Manager will, firstly, arrange for an officer of the Department other than those originally involved, to examine your complaint carefully. The Customer Services Manager will examine this report to decide on the appropriate response to your complaint, consulting as necessary.

If your complaint is upheld, we will rectify the mistake, if possible, and give you a full explanation and apology.

### Level 3:

If you are unhappy with the response provided by our Customer Services Manager, you have the right of appeal to the Office of the Ombudsman. The Ombudsman is completely independent of the Government, and the service is free.

#### Address Details:

Office of the Ombudsman

6 Earlsfort Terrace

Dublin 2

D02 W773

Telephone: 01 6395600

LoCall 1890 22030

Email: [complaints@ombudsman.ie](mailto:complaints@ombudsman.ie)



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Department of Transport