



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

Customer Charter 2020-2022

This Charter sets out what people can expect when dealing with the Department.

Our Commitments to you

When you contact or visit the Department we will:

- Greet you politely.
- Engage with you with courtesy and respect.
- Direct you to the service(s) or supports that you need.
- Inform you of your rights, entitlements and responsibilities.
- Protect your personal information in line with all Data Protection requirements.
- Ensure that your appointment runs to schedule and update you if there is a delay.
- Provide access to translation and interpretation services, including Irish Sign Language.
- Make sure our public offices are fully accessible for all and comply with Health and Safety standards.
- Listen and provide a response should you have feedback or a complaint.

What to expect when you contact us

We commit to:

- Provide clear, accurate and comprehensive information on all our schemes and services.
- Use clear Plain English in our application forms, information leaflets and written communications.
- Ensure that information provided on our website www.gov.ie/deasp is up to date and accessible.

When you contact us by letter or email:

- We will respond to your correspondence within a maximum of 15 working days.
- We will always provide you with a contact name, telephone number, email address or postal address, so that you can contact us again if you need to.

When you contact us by telephone:

- We aim to answer all calls promptly and courteously, within a maximum wait time of 10 minutes.
- We will give you our name, identify our area of work, and provide you with the information that you need.
- If we cannot deal with your query immediately, we will find the information you need and call you back promptly.
- If your call needs to be transferred to another area, we will tell you the name of the business area and offer to transfer your call or provide you with a direct dial number.

When you make an application to us:

- We will process any application you make to us in a timely and impartial manner, in accordance with legislation.
- We will inform you of the outcome of your application as promptly as possible.
- We will work hard to communicate effectively to ensure that you understand the outcome of your application, and the reasons behind it.
- We will advise you of your right to review and/or appeal the result of your application if you wish to do so.

What we require of you

We respectfully 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 with you when you visit our offices.
- Take the time to complete all forms fully, clearly and correctly.
- Ensure that you bring all documents required for your appointment.
- Follow up on any correspondence with you.
- Ensure the information you provide to us is accurate and complete
- Notify us of any change to your personal circumstances, that could impact your eligibility for services or supports.
- Treat our staff with courtesy and respect.

Access to our Services

Language and Irish Sign Language interpretation services:

- The Department can provide access to our services in all languages. We ask that all formal DEASP interactions, enquiries and meetings use our official language interpretation functions.
- All our customer facing teams can quickly access a language interpreter either via a phone conversation, or via video call, to assist you in your dealings with the Department.
- While help from English speaking family or friends, or translations apps can be used in very limited circumstances (e.g. requesting an application form or asking basic information such as opening hours), they should not be relied on for official DEASP engagements such as meetings or interviews. DEASP will provide an appropriate translator for such engagements.
- We can also provide an Irish sign language interpreter **in person**, who will attend at the Department's office when required. This service is provided by appointment only.
- We can provide a document translation service, on request, where the documents are required to support your application.

Access to our services for People who have a Disability:

- We will ensure that our offices are accessible for people with disabilities.
- We have appointed Access Officers in accordance with section 26(2) of the Disability Act 2005. Access Officers are the point of contact for people with disabilities and are responsible for providing, arranging and co-ordinating assistance and guidance to access services provided by our offices.
- Where possible, we would be grateful if you would provide advance notice of any specific access requirements that you may need so that we can make the necessary arrangements prior to your visit. A list of our Access Officers and their contact information is available online [here](#).

Seirbhísí trí Ghaeilge:

- Tá foireann ag oibriú ar fud na Roinne ar féidir leo seirbhísí trí Ghaeilge a sholáthar. Déanfaimid ár seacht ndícheall chun freastal ar dhaoine ar mian leo tabhairt faoina gcuid gnó trí Ghaeilge. Cuirimid cainteoir Gaeilge ar fáil chomh maith le foirmeacha iarratais agus cáipéisí i nGaeilge, ar iarraidh sin.

Services through Irish:

- We have staff throughout the Department that can provide our services through Irish. We will make every effort to facilitate persons who wish to conduct their business through Irish including access to an Irish speaker, as well as providing application forms and documents in Irish, where required.

Privacy and Data Protection:

We take your privacy and the protection of your personal data very seriously.

Any personal information which you volunteer will be treated securely and confidentially in accordance with the Data Protection Acts 1988-2018 and the General Data Protection Regulation (GDPR).

You can also view the Departments Privacy Statement in full [here](#).

In accordance with Article 37 of the GDPR, the Department has appointed a Data Protection Officer (DPO) who heads a dedicated Data Protection Unit (DPU). If you wish to contact our Data Protection Officer (DPO) you can do so in any of the following ways:

By post:

Data Protection Officer,
Department of Employment Affairs and Social Protection,
Goldsmith House,
Pearse Street,
Dublin 2.

By email:

dpo@welfare.ie

Social Media

You can view the full Department's Social Media Terms and Conditions of Engagement [here](#).

Your Feedback

Your feedback is very important to us in developing our services, so please let us know your views. We are interested in hearing your views, comments, suggestions, compliments and complaints. We commit to using this feedback to assist us in providing the best possible customer service.

You can provide feedback to us by

- Directly to any of the sections/contacts listed on our website gov.ie/deasp;
- Speaking with any Intreo centre staff member
- Via the customer feedback application form can be found [here](#).
- Using the feedback option on the bottom of all our department's Gov.ie webpages.
- By emailing: info@welfare.ie;
- By phoning: (071) 919 3302 or 1890 66 22 44

Our Complaints Procedure

All DEASP staff can register a complaint on your behalf - please ask them to.

If your communication is a complaint it will be investigated and dealt with promptly, impartially and in confidence. We commit to acknowledging your complaint within 3 days and responding to our complaint within 15 days.

By availing of our complaints' procedures, you will never prejudice your right to raise issues with the Ombudsman, the Workplace Relations Commission, under the Disability Act or to make an appeal to the Independent Appeal Commissioners.

Communications and Customer Service Unit July 2020

