An Roinn Gnóthaí Eachtracha
Department of Foreign Affairs

Customer Service Charter

We are committed to:

- Being responsive and professional in our dealings with you
- Treating everyone fairly and impartially
- Using clear and simple language in all our communications
- Dealing with your enquiry efficiently
- Providing effective assistance based on your individual circumstances
- Respecting your privacy and the confidentiality of your personal information

We ask that you:

- Treat our staff with respect
- Have all necessary documentation for your passport application or any other service you require and apply in time
- Ensure you arrange adequate travel and medical insurance before you travel abroad
- Download our travel app **TravelWise**
- Follow our travel advice and consider registering with our citizens' registration facility on our website: **https://citizensregistration.dfa.ie** before you travel
- Consult the Department's Consular Assistance Charter

EXCELLENCE IN CUSTOMER SERVICE
WINNER 2016
CIVIL SERVICE EXCELLENCE AND INNOVATION AWARDS

VISION ONE CIVIL SERVICE

Speak to a member of staff if you are in any way dissatisfied with the service provided

Customer Services
Department of Foreign Affairs
76-78 Harcourt Street
Dublin 2 D02 DX45

We welcome feedback:
customer.service@dfa.ie