Customer Charter

Our commitment to you:

To deliver the best possible service to you in an effective and respectful manner

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**Courtesy and Consideration**

You are at all times entitled to be served:
- promptly and in a courteous manner
- with due regard to privacy and confidentiality
- by friendly and helpful staff

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**Quality and Choice**

We will:
- deal with your query at your first point of contact whenever possible
- make our services available through a range of channels so that you can access our services how, when and where it is convenient for you
- provide customer facilities that are safe, clean and accessible to all
- accommodate our customers who wish to conduct their business through Irish, sign language or other languages where possible

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**Openness and Impartiality**

We will:
- deal with you in a fair and open manner
- discuss any aspect of your dealings with us
- explain how a decision was reached
- give you the information you need in a clear and easily understandable way
- hold your personal details safely and securely, in line with our data commitments
- give the name and contact details of the person dealing with your query
- publicise our complaints procedure so you are aware of what to do if you are dissatisfied with the quality of service you receive

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**What we ask of you**

In order to help staff to keep our commitments, we ask that you:
- treat staff in a courteous, civil and fair manner in all your dealings with us
- have patience with us at peak times when available staff are busy
- give us feedback by making comments, complaints or suggestions about the service you receive and letting us know when we do something well
- provide full, accurate and up-to-date information

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Our Performance

We will:
- monitor and evaluate our performance
- continue to improve the development and delivery of our services to meet your needs
- train our staff to meet your needs on an ongoing basis