



CUSTOMER CHARTER CAIRT CHUSTAIMÉIRÍ

WE STRIVE TO

Deliver the best possible care to you in an effective and caring manner.

COURTESY AND CONSIDERATION

You are at all times entitled to be served:

- Efficiently and in a courteous manner.
- With due regard to privacy and confidentiality.
- By friendly and helpful staff.

EQUALITY, OPENNESS AND IMPARTIALITY

We undertake to:-

- Ensure the right of equal treatment established by equality legislation
- Deal with you in a fair and open manner.
- Discuss any aspect of your dealings with us.
- Explain how a decision was reached.

OUR PERFORMANCE

We undertake to:

- Monitor and evaluate our performance.
- Examine the development and delivery of our services in order to meet your needs.
- Train our staff to meet your needs on an ongoing basis.

ACCESS

We endeavour to:

- Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and that facilitate access for people with disabilities and special needs.
- Accommodate our customers who wish to conduct their business through the Irish language.
- Social Inclusion

YOU CAN HELP US TO HELP YOU

- By making comments, complaints or suggestions about the services you receive.
- By letting us know when we do something well.
- By providing full and accurate information.
- Quoting reference numbers where known.
- Completing all application forms carefully & legibly.
- Advising us of changes in circumstances/ information.

DÉANAIMID ÁR NDÍCHEALL

An cúram is fearr a sholáthar duit ar bhealach éifeachtach comhbhách.

CUIRTÉIS AGUS TUISCINT

Tá tú i dteideal i gcónaí seirbhís a fháil:

- *Ar bhealach éifeachtach cuirtéiseach.*
- *Le haird chuí ar phríobháideacht agus rúndacht.*
- *Ó fhoireann chairdiúil chuiditheach.*

COMHIONANNAS, OSCAILTEACHT AGUS NEAMHCHLAONTACHT

Geallaimid:-

- *Go n-áiritheoidimid an ceart chun cóir chomhionann arna bhunú le reachtaíocht chomhionannais.*
- *Go ndéileálfaimid leat ar bhealach cothrom oscailte.*
- *Go bpléifimid aon ghné de do dhéileálacha linn.*
- *Go míneoimid conas a rinneadh cinneadh.*

ÁR BHFEIDHMÍOCHT

Geallaimid:

- *Go ndéanfaimid faireachán agus measúnú ar ár bhfeidhmíocht.*
- *Go ndéanfaimid iniúchadh ar fhorbairt agus ar sholáthar ár gcuid seirbhísí d'fhonn freastal do do riachtanais.*
- *Go gcuirfimid oiliúint ar ár bhfoireann chun freastal do do riachtanais ar bhonn leanúnach.*

ROCHTAIN

Déanaimid dianiarracht:

- *Oifigí poiblí glana inrochtana a sholáthar a chinntíonn príobháideacht, a chomhlíonann caighdeán cheirde agus shábháilteachta agus a éascaíonn rochtain do dhaoine atá faoi mhíchumas nó a bhfuil riachtanais speisialta acu.*
- *Freastal dár gcuid custaiméirí ar mian leo a ngnó a dhéanamh trí mheán na Gaeilge.*

IS FÉIDIR LEATSA CUIDIÚ LINNE CUIDIÚ LEATSA MAR A LEANAS

- *Trí bharúlacha a nochtadh nó trí ghearáin nó moltaí a dhéanamh maidir leis na seirbhísí a fhaigheann tú.*
- *Trína chur in iúl dúinn nuair a dhéanaimid rud éigin go héifeachtach.*
- *Trí fhaisnéis iomlán chruinn a sholáthar.*
- *Trí uimhreacha tagartha a lua más eol.*
- *Trí gach foirm iarratais a chomhlánú go cúramach soléite.*
- *Trí aon athruithe ar imthosca/ar fhaisnéis a chur in iúl dúinn.*