



Customer Charter

We aim 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 and legibly.
- Advising us of changes in circumstances/ information.