



**DEPARTMENT OF ENTERPRISE,
TRADE AND EMPLOYMENT**

**"If you are not satisfied
with our service
let us know"**

PRINCIPLES OF QUALITY CUSTOMER SERVICE For Customers and Clients of the Public Service

In their dealings with the public, Civil Service Departments and Public Service offices will:

Quality Service Standards

Publish a statement that outlines the nature and quality of service which customers can expect, and display it prominently at the point of service delivery.

Equality/Diversity

Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community).

Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.

Physical Access

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

Information

Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publication.

Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

Timeliness and Courtesy

Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer.

Give contact names in all communications to ensure ease of ongoing transactions.

Complaints

Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.

Appeals

Similarly, maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

Consultation and Evaluation

Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.

Choice

Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

Official Languages Equality

Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

Better Co-ordination

Foster a more coordinated and integrated approach to delivery of public services.

Internal Customer

Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

Our Commitment

We are committed to promoting quality, openness and transparency in the delivery of our services to our customers, as set out in the Principles of Quality Customer Service adopted by Government in July 2000. We aim to meet these standards at all times. However, if you are not satisfied with the standard of service you receive or feel improvements could be made, we welcome your feedback and will deal with all comments and complaints thoroughly and fairly.

Any dissatisfaction with the manner in which the Department delivers its services will be dealt with promptly. An acknowledgement and full written reply will be sent within 17 working days of the complaint being received. Where necessary, we will ensure that the causes of complaint are rectified and not repeated in the future.

Should you remain dissatisfied, we will advise you of your statutory right to pursue the matter further with the Ombudsman.

Issues covered by the Complaints Procedure

The Department's Complaints Procedure deals with complaints relating to the level and standard of service provided by us. If you feel the service you have received has been less than satisfactory we would like to hear from you.

If you feel an action or a decision of the Department that affects you is not in accordance with our rules or policies, you may appeal these decisions to the Department, to the Ombudsman or the Information Commissioner.

Issues not covered by the Complaints Procedure

There are two main types of complaint not covered by the Procedure

- Complaints relating to services provided by offices, agencies or bodies under the aegis of the Department should be addressed directly to them. Full contact details are provided at Appendix 1.
- Issues which are currently being examined. If you have already made a complaint on this issue please be patient. We cannot deal with multiple complaints about the same issue.

How do you make a complaint?

You can make a complaint by contacting the office concerned

- ✓ In person
- ✓ By phone or fax
- ✓ In writing
- ✓ By email
- ✓ By completing the Complaints Form online

or by contacting the Department's Customer Service Unit

Tel: 01- 631 2114

E-mail: customerservice@entemp.ie

Fax: 01-631 2827

If there is anything that may affect your ability to make a complaint, please let the Department's Customer Service Officer know and we will make every effort to assist you.

Seirbhís trí Ghaeilge

Tabharfaimid gealltanais go ndéanfaimid gach iarracht dealáil le aon gearán as Gaeilge má iarrtar

(We undertake to make every effort to deal with any complaint through Irish, if requested)

What we will do?

- On receipt of your complaint, a hard copy of the Department's complaints procedure will be forwarded to you.
- A member of staff in the Office concerned will process your complaint in the first instance and will do their best to resolve your complaint speedily and without undue fuss.
- When your complaint is received it will be recorded and an acknowledgement issued within **2** working days. A full reply will be issued within **17** working days of your complaint being received.
- Where possible an explanation and/or an undertaking to address the issue will be offered to you.
- If you are not happy with the Department's response, you will be advised to seek a review which will be handled by a Divisional Complaints Officer (see Appendix 2). You must seek this review within **17** working days of receipt of original reply.

How do you seek a review?

When requesting a review

- ✓ You should complete the Complaint Form attached at Appendix 3 or, alternatively, the form is available from the Department or from our website (www.entemp.ie).
- ✓ You should send the form to the Department within **17** working days of receipt of a response from the Business Unit concerned.
- ✓ Include the name of the person, section or division and the date on which the problem occurred.
- ✓ Indicate why you believe a particular service standard was breached, and give specific examples. You are also invited to include any other relevant background information to help us deal with your complaint efficiently.

An acknowledgement will be sent to you by the Divisional Complaints Officer within **2** working days and a full reply will be sent within **17** working days.

Review by Department's Quality Customer Service Officer

Should you still remain dissatisfied with the Department's response, Mr. Jack Thompson, our Customer Service Officer will look into the matter further and come back to you with a decision. Mr. Thompson can be contacted at **Tel: 01-631 2395** or by **email** at jack_thompson@entemp.ie)

The Role of the Ombudsman

If you feel you have been unfairly treated or are not satisfied with our decision on your complaint, it is open to you to contact the Office of the Ombudsman. By law the Ombudsman can investigate complaints about any of our administrative actions or procedures as well as delays or inaction in your dealings with us. The Ombudsman provides a free, impartial and independent dispute resolution service.

Contact details as follows:

**Office of the Ombudsman
18 Lower Leeson Street
Dublin 2**

Tel: Lo-Call 1890 22 30 30

Tel: 01 639 5600

Fax: 01 639 5674

E-mail: ombudsman@ombudsman.gov.ie

Web: www.ombudsman.ie

APPENDIX 1

BODIES/OFFICES ASSOCIATED WITH THE DEPARTMENT OF ENTERPRISE, TRADE AND EMPLOYMENT

COMPANIES REGISTRATION OFFICE

Parnell House,
14 Parnell Square, Dublin 1
Tel: (01) 804 5200
Fax: (01) 804 5222
E-mail: info@cro.ie
Web: www.cro.ie

LABOUR COURT

Tom Johnson House,
Haddington Road, Dublin 4
Tel: (01) 613 6666
Fax: (01) 613 6667
LoCall: 1890 220 228
E-mail: info@labourcourt.ie
Web: www.labourcourt.ie

COMPETITION AUTHORITY

Parnell House,
14 Parnell Square, Dublin 1
Tel: (01) 804 5400
Fax: (01) 804 5401
E-mail: compauth@entemp.ie
Web: www.tca.ie

NATIONAL EMPLOYMENT RIGHTS AUTHORITY

O'Brien Road, Carlow
Tel: (059) 917 8800
E-mail: info@employmentrights.ie
Web: www.employmentrights.ie

COUNTY ENTERPRISE BOARDS

CRAFTS COUNCIL OF IRELAND

Castle Yard, Kilkenny
Tel: (056) 61804
Fax: (056) 63754
E-mail: ccoi@craftscouncil-of-ireland.ie
Web: www.craftscouncil-of-ireland.ie

OFFICE OF THE DIRECTOR OF CORPORATE ENFORCEMENT

16 Parnell Square, Dublin 1
Tel: (01) 858 5800
Fax: (01) 858 5801
LoCall: 1890 315 015
E-mail: info@odce.ie
Web: www.odce.ie

EMPLOYMENT APPEALS TRIBUNAL

Davitt House,
65A Adelaide Road,
Dublin 2
Tel: (01) 676 5861
Fax: (01) 676 4810
E-mail: eat@entemp.ie
Web: www.eatribunal.ie

OFFICE OF THE REGISTRAR OF FRIENDLY SOCIETIES

Parnell House,
14 Parnell Square, Dublin 1
Tel: (01) 804 5499
Fax: (01) 804 5498

INTERTRADE IRELAND

The Old Gasworks Business Park,
Kilmorey Street, Newry,
Co. Down BT34 2DE
Tel: (048) 3083 4100
Fax: (048) 3083 4155
E-mail: info@intertradeireland.com
Web: www.intertradeireland.com

PATENTS OFFICE

Government Buildings,
Hebron Road, Kilkenny
Tel: (056) 20111
Fax: (056) 20100
LoCall: 1890 220 223
E-mail: webmaster@patentsoffice.ie
Web: www.patentsoffice.ie

LABOUR RELATIONS COMMISSION

Tom Johnson House,
Haddington Road, Dublin 4
Tel: (01) 613 6700
Fax: (01) 613 6701
LoCall: 1890 220 227
E-mail: info@lrc.ie
Web: www.lrc.ie

AGENCIES WHICH COME UNDER THE AEGIS OF THE DEPARTMENT OF ENTERPRISE, TRADE AND EMPLOYMENT

ENTERPRISE IRELAND

Wilton Park House, Wilton Place, Dublin 2
Merrion Hall, Strand Rd, Sandymount, Dublin 4
Glasnevin, Dublin 9
Tel: (01) 857 0000
Tel: (01) 808 2000
Fax: (01) 808 2020
E-mail: info@enterprise-ireland.com
Web: www.enterprise-ireland.com

FAS

27-33 Upper Baggot Street,
Dublin 4.
Tel: (01) 607 0500
Fax: (01) 607 0600
E-mail: info@fas.ie
Web: www.fas.ie

FORFAS

Wilton Park House,
Wilton Place, Dublin 2
Tel: (01) 607 3000
Fax: (01) 607 3030
E-mail: info@forfas.ie
Web: www.forfas.ie

HEALTH & SAFETY AUTHORITY

10 Hogan Place, Dublin 2
Tel: (01) 614 7000
Fax: (01) 614 7020
E-mail: infotel@hsa.ie
Web: www.hsa.ie

NATIONAL CONSUMER AGENCY

4 Harcourt Road, Dublin 2
Tel: (01) 402 5500
Fax: (01) 402 5501
E-mail: query@nca.ie
Web: www.nca.ie

IDA IRELAND

Wilton Park House,
Wilton Place, Dublin 2
Tel: (01) 603 4000
Fax: (01) 603 4040
E-mail: info@idaireland.com
Web: www.idaireland.com

NATIONAL STANDARDS AUTHORITY OF IRELAND

Glasnevin, Dublin 9
Tel: (01) 807 3800
Fax: (01) 807 3838
E-mail: nsai@nsai.ie
Web: www.nsai.ie

NITRIGIN EIREANN TEORANTA

Wilton Park House,
Wilton Place, Dublin 2
Tel: (01) 661 2221
Fax: (01) 661 2235
E-mail: info@nitrigin-eireann.ie

SHANNON FREE AIRPORT DEVELOPMENT CO LTD (SFADCO)

Town Centre, Shannon, Co. Clare
Tel: (061) 361 555
Fax: (061) 361 903
E-mail: info@shannon-dev.ie
Web: www.shannon-dev.ie

APPENDIX 2

DIVISIONAL COMPLAINTS OFFICERS IN OUR DEPARTMENT

Division	Complaint Officer
Corporate Services & Economic Policy	Ms. Ellen MacCafferty Kildare Street, Dublin 2 Tel: (01) 631 2398 Email: ellen_maccafferty@entemp.ie
Employments Rights & Industrial Relations	Mr Sean Ward Davitt House, 65A Adelaide Road, Dublin 2 Tel: (01) 631 3044 Email: sean_ward@entemp.ie
Enterprise and Agencies	Ms Aine de Bairtiseil, Kildare Street, Dublin 2 Tel: (01) 631 2149 Email: aine_debairtiseil@entemp.ie
Science & Technology and Intellectual Property	Ms. Anna Perry Earlsfort Centre, Lower Hatch Street, Dublin 2 Tel: (01) 6312582 Email: anna_perry@entemp.ie
Commerce, Consumer and Competition	Mr. Dermot Sheridan, Earlsfort Centre, Lower Hatch Street, Dublin 2 Tel: (01) 631 2718 Email: dermot_sheridan@entemp.ie
Labour Force Development	Ms. Deirdre O'Higgins, Davitt House, 65A Adelaide Road, Dublin 2 Tel: (01) 631 3146 Email: deirdre_ohiggins@entemp.ie
EU and Competitiveness	Mr. Michael Clarke, Earlsfort Centre, Lower Hatch Street, Dublin 2 Tel: (01) 631 2528 Email: michael_clarke@entemp.ie

APPENDIX 3
COMPLAINTS FORM

Ref. No. _____

Name:	Contact Tel No.
Address:	Email Address:

Please give an outline of your complaint giving dates and copies of any documentation where appropriate

Please provide the name of the Office, and if appropriate, the official(s) with whom you were dealing

Please explain what steps you have taken, together with dates, to resolve your complaint with the Office concerned

Please explain why you are dissatisfied with the response you have received to date

Signed:

Date:

For further information, please contact

THE CUSTOMER SERVICE UNIT
Department of Enterprise, Trade & Employment
Room 14, Kildare Street, Dublin 2

Phone: 01- 631 2114

E-mail: customerservice@entemp.ie

Fax: 01-631 2827

PRIONSABAIL SEIRBHÍSE CÁILÍOCHTA DO CHUSTAIMÉIRÍ Do Chustaiméirí agus Cliant na Seirbhíse Poiblí

Ina ndéileálacha leis an bpobal, déanfaidh Ranna na Státseirbhíse agus oifigí na Seirbhíse Poiblí:

CAIGHDEÁIN SEIRBHÍSE CÁILÍOCHTA

Ráiteas a fhoilsiú a chuireann síos ar chineál agus cáilíocht na seirbhíse lenar féidir le custaiméirí a Obheith ag súil, agus é a chur ar taispeáint go feiceálach ag pointe seachadta na seirbhíse.

COMHIONANNAS/ÉAGSÚLACHT

Na cearta chun comhchóra bunaithe ag reachtaíocht comhionannais, agus oiriúnú don éagsúlacht, a chinntiú chun go gcuirfí leis an gcomhionannas do na grúpaí a hlúdaítear faoin reachtaíocht comhionannais (faoi chúiseanna inscne, stádais phósta, stádas teaghlai, claonta ghnéasaigh, creidimh, aoise, míchumais, cine agus ballraíochta den Lucht Taistil).

Bacainní ar rochtain chun seirbhísí do dhaoine faoi bhochtanas agus eisiaimh sóisialta, agus dóibh sin a bhfuil bacainní geografacha ar a rochtain chun seirbhísí, a aithint agus obair a dhéanamh chun fáil réidh leo.

ROCHTAIN FHSICEACH

Oifigí poiblí glana, inrochtana a sholáthar chun príobháideachas a chinntiú, chun déanamh de réir na gcaighdeán ag an obair agus na gcaighdeán sábháilteachta agus, mar chuid de sin, rochtain a éascú do dhaoine le míchumas agus daoine eile le sainriachtanais.

EOLAS

Cur chuige réamhghníomhach a ghlacadh maidir le heolas a sholáthar atá soiléir, tráthúil agus cruinn, atá ar fáil ag gach pointe teagmhála, agus a chomhlíonann riachtanais daoine le sainriachtanais. A chinntiú go mbaintear leas iomlán as an bhféidearthacht a thugtar le Teicneolaíocht an Eolais agus go leanann an t-eolas a bhíonn ar fáil ar láithreáin ghréasáin na seirbhíse poiblí na treoirlínte ar fhoilseachán gréasáin.

Leanúint den tiomáint le haghaidh simpliú rialacha, rialachán, foirmeacha, bileoga eolais agus gnásanna.

TRÁTHÚLACHT AGUS CÚIRTÉIS

Seirbhísí cáilíochta a thabhairt le cúirtéis, tuiscint agus a laghad moille, ag cothú atmaisféar comh-mheasa idir soláthróir agus custaiméir.

Ainmneacha teagmhála a thabhairt i ngach cumarsáid chun réadas na n-idirbheart leanúnach a chinntiú.

GEARÁIN

Córas dea-fhógartha, inrochtana, trédhearcach agus simplí-lehúsáid a chothabháil chun déileáil le gearáin faoi cháilíocht na seirbhíse a sholáthraítear.

ACHOMHAIRC

Ar an dul céanna, córas foirmithe, dea-fhógartha, inrochtana, trédhearcach agus simplí-le-húsáid le haghaidh achomhairc/athbhreithniú a chothabháil do chustaiméirí atá míshásta le cinní maidir le seirbhísí.

COMHAIRLIÚCHÁN AGUS MEASÚNÚ

Cur chuige struchtúrtha don chomhairliúchán éifeachtach leis an gcustaiméir, agus rannpháirtíocht uaidh/uaiithi, a sholáthar maidir le forbairt, seachadadh agus athbhreithniú na seirbhísí. A chinntiú go ndéantar measúnú éifeachtach ar an seachadadh seirbhíse.

ROGHA

Rogha a sholáthar, nuair is féidir, sa seachadadh seirbhíse ina n-áirítear modhanna íocaíochta, suíomh pointí teagmhála, uaireanta oscailte agus amanta seachadta. Teicneolaíochtaí nua-eascartha agus reatha a úsáid chun an uasmhéid rochtana agus rogha, agus cáilíocht seachadta, a chinntiú.

COMHIONANNAS TEANGACHA OIFIGIÚLA

Seirbhísí cáilíochta a sholáthar trí Ghaeilge agus/nó go dátheangach agus custaiméirí a chur ar an eolas faoina gceart an rogha a bheith acu go ndéileálfai leo trí cheann de na teangacha oifigiúla.

COMHORDÚ NÍOS FEARR

Cur chuige níos comhordaithe agus níos comhtháite do sheachadadh seirbhísí poiblí a chothú.

CUSTAIMÉIR INMHEÁNACH

A chinntiú go n-aithnítear an fhoireann mar chustaiméirí inmheánacha agus go dtugtar an tacaíocht chuí dóibh agus go dtéitear i gcomhairle leo go cuí maidir le ceisteanna seachadta seirbhíse.

Iúil 2000