



An Roinn Fiontar, Trádála agus Fostaíochta
Department of Enterprise, Trade and Employment

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Customer Charter

The Department of Enterprise, Trade and Employment is committed to delivering the highest quality service to our customers and to ensuring continuous improvement in the standard of service that we provide.

CONTACTING US

We will deal with your query as quickly as possible and in all our dealings with you we will be helpful, polite and courteous.

When contacting us by telephone we aim to:

- Answer 90% of calls within 20 seconds
- Identify ourselves on answering
- Deal with your query or arrange to call you when the information is available
- Respond promptly when voice mails are received
- Make it easy for you to contact us by providing a locall service at **1890 220222**.

When contacting us by letter or e mail we aim to:

- Provide a full reply within 15 working days in 90% of cases. If this is not possible an interim reply will issue informing you when you can expect a full reply
- Write in clear language
- Provide contact name, telephone number, address on all correspondence.

When coming to meet us in person we aim to:

- See you punctually at the scheduled time where appointments have been made
- Provide clean, accessible and welcoming public offices that meet with health and safety standards

- Facilitate access for people with disabilities and others with specific needs.

WEBSITE

The Department's website at www.entemp.ie provides information in a customer focused manner on the activities of the Department. Our aim is that the website will:

- be accessible to all, including people with disabilities
- provide up to date press releases and publications for download
- provide facilities for queries, comments and complaints
- provide useful contact details.

EQUALITY/DIVERSITY

We will raise equality and diversity awareness levels in the Department through training, information and communication. In our dealings with customers, we will ensure the rights to equal treatment established by equality legislation are upheld.

COMPLAINTS

We will maintain a transparent and easy to use system of dealing with formal complaints about the quality of service provided. When a complaint is received it will be recorded, an acknowledgement will be issued within 2 working days, and a full reply will be issued within 17 working days.

Where possible, we will attempt to resolve the difficulties at the first line of contact. Where a complaint cannot be resolved at this level you will be able to pursue the complaint to a nominated person at Divisional level or, alternatively, to the Department's Customer Services Officer.

We will report annually on the level and nature of complaints received under this procedure.

OFFICIAL LANGUAGES

Where you request to be dealt with in Irish we will do our best to facilitate you. We will:

- reply in Irish where correspondence is received in Irish
- publish key Departmental documents simultaneously in Irish and English.

SUBMITTING APPLICATIONS

When you submit an application under the **Freedom of Information Act** we aim to

- acknowledge your application as soon as possible. Respond to your request within 20 working days of receipt, or will contact you where this is not possible.

When you submit an application for **Redundancy Payments** we aim to

- pay out lump sums to employees within 4 weeks of receipt of a valid claim.
- process rebates to employers within 10 weeks of receipt of a valid application.

When you submit an application for **Insolvency Payments** we aim to

- process insolvency payments applications within 4 weeks of receipt of a valid claim.

When you submit an application for an **Employment Permit** we aim to

- issue a decision and where appropriate a work permit within 8 weeks of receipt of a valid application.

When you submit an application for **an Import Licence** we aim to

- process an import licence within 2 working days of receipt of a valid application.

When you submit an application for **an Export Licence** for dual use products we aim to

- issue an export licence within 1 week of receipt of a valid application and where no consultation is necessary.

HELP US TO HELP YOU BY

- Completing all application forms carefully
- Providing full and accurate information when you contact us
- Letting us know in advance if you are unable to keep an appointment
- Making comments or suggestions about the services you receive
- Treating our staff with courtesy and respect

ADDITIONAL INFORMATION

Our Customer Charter is available in Irish and in electronic format on our website at www.entemp.ie.

Contact Details

Jack Thompson, the Quality Customer Service Officer, may be contacted directly at: (01) 6312395

Quality Customer Service Unit
Department of Enterprise, Trade & Employment
Kildare Street
Dublin 2

Telephone : (01) 631 2114

Email: customerservice@entemp.ie

Other Useful Contacts

Employment Rights Information, National Employment Rights Authority

Telephone: (059) 9178990
Lo-Call: 1890 80 80 90
E-mail: info@employmentrights.ie

Employment Permits Information

Telephone : (01) 417 5333
Lo-Call : 1890 201 616
E-mail : employmentpermits@entemp.ie

For more information on the services and standards that you can expect from the following Offices of the Department of Enterprise, Trade and Employment please contact the Office concerned.

- National Employment Rights Authority (www.employmentrights.ie)
- Companies Registration Office (www.cro.ie)
- Employment Appeals Tribunal (www.eatribunal.ie)
- Labour Court (www.labourcourt.ie)
- Labour Relation Commission (www.lrc.ie)
- Office of the Director of Corporate Enforcement (www.odce.ie)
- Office of the Registrar of Friendly Societies, Parnell House, 14 Parnell Square, Dublin 1, Ireland. Telephone: +353 1 8045499
- Patents Office (www.patentsoffice.ie)