



GDA Customer Charter

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| S3-P01 | 01/06/2022 | Lori Keeve | Nora Rahill | |

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1. Introduction

- 1.1. The purpose of this Customer Charter is to set out the standard of service our customers can expect to receive from the Agency.

(Note: The publication of a Customer Charter is not intended to create new legal rights for customers)

1.2. Our Aim

We aim to provide our customers with a professional, efficient and courteous service and to do our best to improve the standards of the service which we provide.

1.3. Our commitment to our customers

Customer satisfaction is very important to us and we aim to achieve this by:

- giving our customers the best possible service and advice;
- treating customers in a proper, fair, impartial and courteous manner;
- aiming to ensure that rights to equal treatment set out by equality legislation are upheld in the delivery of our services;
- Aiming, where possible, to meet any special need our customers may have.
- Following the targets/objectives of the Quality Customer Service Guiding Principles as set out in our Customer Action Plan.

2. Phone Enquiries

We will be available to answer telephone calls during normal office hours (9.00am to 5.30pm Monday to Friday). Our aim is to answer all calls quickly. We will be polite and helpful, aiming to do our best to provide our customers with clear and correct information. If we cannot give an answer straight away, we will take the customer's details and call the customer back at a suitable time. We will only connect callers to voicemail when the person they wish to speak to is unavailable and we will do our best to respond to voicemail messages within one working day.

Contact Number

The general office number is **087 672 5874**.

3. Written Communication

We will acknowledge the majority of written communications within 5 working days of receiving them and provide a final reply within 20 working days. In cases where there is going to be a delay, we will explain this to our customers by an interim reply before the 20-day period is up. Our staff will provide our customers with full contact details. If the correspondence is for another Government department or body, we will advise the customer of this.



4. Personal Callers

We will be available to meet by appointment and where possible without an appointment, with our customers during normal office hours. We will greet visitors politely, be fair and helpful and deal with their enquiries as quickly as possible. We will provide suitable facilities for meetings and will make sure that our offices are clean and safe. We will also make sure that our offices are accessible for people with disabilities.

5. Accessibility

5.1. Access Officer

The Agency's Access Officer is:

Padraic Ballantyne – Padraic.ballantyne@ggda.ie

5.2. Equal status policy

We are fully committed to providing a service that all our customers can avail of and that treats all customers equally. We will do our best to make sure that the service we provide takes account of the needs that particular groups of customers may have, and we will consult with our customers to make sure that their accessibility needs are looked after. We will provide suitable staff training to support these commitments.

6. Seirbhís i nGaeilge/Service in Irish

Déanfaidh an Gníomhaireacht gach iarracht chun freastal ar dhaoine ar mian leo a ngnó a dhéanamh trí mheán na Gaeilge.

The Agency will make every effort to accommodate persons who wish to conduct their business through the medium of Irish.

7. Training

We will invest in customer service training for staff, in particular for staff that are in contact with the general public.

8. Feedback/Making a complaint

8.1. Complaints Procedures

As a customer you may be dissatisfied with the quality of service you received from the Agency. We recognise that mistakes can be made and delays occur. Our complaint procedures are designed to assist you in making a complaint so that we can respond and, where possible, put things right.

We are committed to consulting with our customers and to asking them how we are doing. Our customers can help us by:

- providing comments, making a complaint or making a suggestion about the service we give;
- filling out and returning any customer survey forms we may send to them.



If customers want to make a suggestion on how we could improve our service, for complaints about the quality of customer service provided, or for general queries they can e-mail our Communications Office. The address is communications@ggda.ie

8.2. Customer Complaints Contacts

Grangegorman Development Agency, 4th Floor Park House, 191 North Circular Road, Dublin 7, D07 EWW4

Phone: 087 672 5874

If your complaint remains unresolved, you have the right of further appeal to the Office of the Ombudsman.

The Ombudsman may be contacted at:

Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773 18
Tel (01) 639 5600 Fax (01) 6395674 LoCall 1890 223 030 Email:
ombudsman@ombudsman.gov.ie

The Ombudsman for Children may be contacted at:

Office of the Ombudsman for Children,
Millennium House, 52-56 Great Strand Street,
Dublin 1
Phone: (01) 865 6800
Free-phone 1800 20 20 40
Email: oco@oco.ie

8.3. Help us to help you

We can help you best if you:

- Provide any information you have which is relevant to your inquiry
- Provide any relevant documents and reference numbers you have
- Follow any checklists or guidelines which you have been given
- Treat our staff and other customers with courtesy and respect

9. Contacts

You can find a list of contact points and phone numbers on our Contact Us page on the GDA website - <https://ggda.ie/contact-us>.

END