

The Office of Public Works - *Customer Charter*



Mission Statement

To deliver, in support of Government policies, high quality customer services in property, flood risk management, general procurement and heritage in the most sustainable, efficient and economic way possible.

The Office of Public Works (OPW) is first and foremost a service organisation.

Our ethos is client focus, timely delivery and value for money.

The OPW is committed to providing you, our customer, with an excellent service by maintaining and improving its commitment to, and delivery of, the highest standards of quality service.

This Charter sets out the standards of service you can expect from us. It should be read in conjunction with our Customer Action Plan, which details our approach to planning for good customer service across the 12 Civil Service Principles for Quality Customer Service.

Our Commitments to You

In line with our Mission Statement:

We will ensure the basic fitness for purpose of any building or premises which we provide to our customers.

We undertake to give a quality service in all of the core areas detailed in our Mission Statement.

We will aim to deliver a quality service on time and in budget.

Communications

Telephone Enquiries

- We will be available to answer telephone enquiries during normal working hours¹
- We will identify ourselves and our area of work
- We will be helpful and courteous at all times and provide you with as much information as possible
- We will respond to voice mail messages promptly
- If specific staff are not available to speak with you when you call, we will ensure that you are assisted in their absence
- We will make it easy for you to contact us by providing a LoCall service at 1890 213 414³

Written Correspondence

- We will acknowledge all written enquiries and non-routine correspondence (including faxes and email) promptly and will endeavour to comprehensively reply to 95% of all correspondence within 20 working days
- We will ensure that all correspondence contains contact name, telephone number, reference number (where appropriate), fax number and email address.

Personal Callers

- We will be available to meet with you by appointment during normal working hours and we will be as flexible as possible if you need to have an appointment scheduled outside these hours

- We will provide clean, accessible and welcome public offices that meet with health and safety standards.

Information

General

- We will provide our customers with clear, accurate, comprehensive and up-to-date information on our policies, schemes and services
- We will use clear simple language in the design of our information leaflets
- We will ensure that all generally available information is accessible in both electronic and printed format if required.

Freedom of Information

- We will fulfil all statutory requirements in relation to making information available within the specified time
- We will make every effort to ensure that simple requests are dealt with outside the scope of the relevant legislation with minimum inconvenience to requesters.

Website

- Our website (www.opw.ie) will be up-to-date, relevant, user-friendly and accessible to all our customers, including those with visual disabilities
- We will, where appropriate and feasible, provide links from our website to other relevant sources of information on the internet
- We will provide for a contact facility for users of the website and will aim to respond to any issues raised there within 20 working days.

Equality

- We are committed to providing services to all our customers on an equal status basis. This means that we will accommodate the needs of specific customers or groups of customers with a view to achieving an equality of treatment
- We will ensure that public areas within our premises and sites meet the requirements of the Disability Act 2005
- We will, on behalf of our Customer Departments, Offices and Agencies, ensure that any new buildings or premises we provide them will be accessible by all. We will, on a progressive basis, deal with older buildings and premises to ensure that they are also rendered accessible.

Service through Irish

- We will continue to fulfil the requirements of the Official Languages Act 2003 in regard to the needs of our Irish language customers
- We will implement the terms of our Official Languages Scheme.

Complaints/Appeals Procedures

Complaints²

- If you are unhappy with the quality of service you have received, you have the right to complain
- The Customer Service Officer (CSO) within the Business Unit providing the service with which you are unhappy, will initially deal with your complaint. If there is no resolution at that level, an internal appeal may be made to the relevant Senior Manager. Details for all CSOs and Senior Managers are provided in the Customer Action Plan
- Complaints in relation to services provided within the Heritage remit can be made to the Guide or the Guide Supervisor at the Heritage site in question
- All complaints will be dealt with promptly, fairly and impartially.

Appeals

If your complaint cannot be dealt with at OPW level, an appeal may be made to the Office of the Ombudsman.

The Ombudsman, 18 Lr. Leeson St., Dublin 2.
Tel: (01) 639 5600, LoCall: 1890 22 30 30³,
email: ombudsman@ombudsman.gov.ie.
Web: www.ombudsman.gov.ie

Feedback

We regard feedback as the key to understanding the needs and expectations of our customers. To ensure that your views and comments - both positive and negative - are communicated to us, we encourage staff to use their day-to-day contact with customers as a means of gathering feedback on quality of service provided. Customers can also email their comments to info@opw.ie.

Where to find us

The OPW's headquarters has decentralised and is located at Jonathan Swift Street, Trim, Co. Meath.

Main Telephone No. : 046 942 6000
LoCall : 1890 213 414³
Main Fax No.: 046 948 1793
Web: www.opw.ie

All contact addresses and telephone numbers for our regional offices and heritage sites can be found at Appendix 1 in our Customer Action Plan. The Action Plan and this Charter can be downloaded, in both English and Irish, from our website.

¹ Normal working hours : 9.15am – 1.00pm and 2.15pm – 5.30 Monday to Thursday (5.15pm Friday). Some regional /local offices staffed primarily by operational project /site staff may not be occupied at all times within these hours.

² "Complaint" is deemed not to include any legal or other claims for which a separate procedure already exists or is set out in law.

³ Be advised that charges from mobile phones to LoCall numbers may vary.

Oifig na nOibreacha Poiblí - *Cairt an Chustaiméara*



Ráiteas Misín

Seirbhísí do chustaiméirí ar ardchaighdeán maidir le maoin, bainistíocht riosca tuile, soláthar ginearálta agus oidhreacht a sheachadadh, mar thaca le beartais an Rialtais, sa tslí is inbhuanaithe, is éifeachtúla, is eacnamúla agus is indéanta.

Eagraíocht sheirbhíse atá in Oifig na nOibreacha Poiblí (OOP) sa chéad dul síos.

Dírú ar an gcliant, seachadadh tráthúil agus luach ar airgead atá mar éiteas againn.

Tá OOP dírithe ar shár-sheirbhís a chur ar fáil duitse, ár gcustaiméir, trína thiomantas do sheachadadh seirbhíse, ar an leibhéal is airde ar féidir, a choinneáil agus a fheabhsú.

Leagtar amach sa Chairt seo na caighdeán seirbhíse ar féidir leat bheith ag súil leo uainne. Ba chóir í a léamh i gcomhar lenár bPlean Gníomhaíochta Custaiméirí ina dtugtar ár gcur chuige maidir le pleanáil do dheas-sheirbhís do chustaiméirí thar an 12 Prionsabal do Sheirbhís Ardchaighdeán do Chustaiméirí.

Ár nGealltanais Duitse

Ag teacht dúinn lenár Raiteas Misín:

Cinnteoimid oiriúnacht dá fheidhm ag aon fhoirgneamh nó áitreabh a cuirimid ar fáil dár gcustaiméirí.

Geallaimid go dtabharfaimid seirbhís ardchaighdeán i ngach lár-réimse atá sonraithe inár Raiteas Misín.

Tá mar aidhm againn seirbhís ardchaighdeán a chur ar fáil go tráthúil agus taobh istigh den bhuiséad.

Cumarsáid

Fiosrúcháin Teileafóin

- Beidh fáil orainn chun fiosrúcháin Teileafóin a fhreagairt taobh istigh de ghnáth-uaireanta oibre¹
- Cuirfimid sinn féin agus ár réimse oibre in iúl.
- Beimid cabhrach agus cúirtéiseach i gcónaí agus tabharfaimid duit oiread eolais agus is féidir
- Freagróimid teachtaireachtaí glórphoist go grod
- Mura mbíonn comhaltaí foirne ar leith ar fáil nuair a ghlaonn tú cinnteoimid go gcabhratfaid leat ina n-éagmais
- Féachfaimid leis an saol a éascú duit trí sheirbhís íosghlao ag 1890 213 414³ a chur ar fáil.

Comhfhreagras i Scribhinn

- Cuirfimid admháil go gasta ar gach fiosrúcháin neamh-ghnách i scribhinn (facsanna agus r-phoist san áireamh) agus féachfaimid le freagra cuimsitheach a chur ar 95% de gach comhfhreagras taobh istigh de 20 lá oibre
- Deimhneoidimid go gcuimsíonn gach comhfhreagras an t-ainm teagmhála ceart, an uimhir theileafóin, an uimhir thagartha (nuair is cu) agus seoladh r-phoist.

Cuairteoirí Pearsanta

- Beidh fáil orainn chun casadh leat le linn gnáth-uaireanta oibre ach coinne a dhéanamh roimh ré agus beimid chomh solúbtha agus is féidir má bhíonn coinne uait taobh amuigh de na huairteanta sin

- Soláthroidimid oifigí glana, so-aimsithe agus fáilteacha a shásaíonn caighdeán sláinte agus sábháilteachta.

Eolas

Ginearálta

- Cuirfimid eolas soiléir, cruinn, cuimsitheach agus suas-chun-dáta faoinár bpolasaithe, ár scéimeanna is ár seirbhísí ar fáil dár gcustaiméirí
- Bainfimid úsáid as friotail chainte shoiléire, shimplí agus ár mbileoga eolais á ndréachtú againn
- Cinnteoimid go mbeidh teacht ar gach faisnéis, a mbeidh fáil uirthi go coitianta, i bhformáidí leictreonach agus clóite araon, más gá.

Saoráil Faisnéise

- Comhlíonaimid gach foráil reachtúil i dtaca le faisnéis a chur ar fáil taobh istigh den teorainn ama atá leagtha síos
- Déanfaimid gach dícheall a chinntiú go ndéileálfar le hiarratais shimplí taobh amuigh d'fhorálacha na reachtaíochta ábhartha lena laghad míchaoithiúlachta agus is féidir do na hiarrthóirí.

Suíomh Gréasáin

- Beidh ár suíomh gréasáin (www.opw.ie) suas-chun-dáta, soláimhsithe agus so-aimsithe ag ár gcustaiméirí uile, iadsan faoi mhíchumas radhairc san áireamh
- Soláthroidimid naisc ar ár suíomh gréasáin le foinsí eile eolais, a bhaineann le hábhar, ar an idirlíon
- Soláthroidimid áis teagmhála d'úsáideoirí an idirlín agus féachfaimid le freagra a sholáthar d'aon cheist a thógtar ansin taobh istigh de 20 lá oibre.

Comhionannas

- Táimid tiomnaithe do sheirbhís a sholáthar d'ár gcustaiméirí ar bhonn comhchéime. Is ionann seo is a rá go bhfreastlóimid ar riachtanais chustaiméirí ar leith nó grúpaí custaiméirí agus é mar aidhm againn comhionannas ionramhála a bhaint amach
- Cinnteoimid go gcomhlíonann ionaid phoiblí inár n-áitribh forálacha an Acht Míchumais 2005
- Cinnteoimid go mbeidh aon fhoirgneamh nó áitreabh nua a sholáthroidimid d'ár Ranna Custaiméara, Oifigí nó Gníomhaireachtaí so-aimsithe ag cách. Pléimid, ar bhonn forásach, le foirgnimh agus áitribh níos sine chun go gcinnteofaí go mbeidh siadsan so-aimsithe freisin.

Seirbhís trí Ghaeilge

- Leanfaimid orainn de bheith ag comhlíonadh forálacha Acht na dTeangacha Oifigiúla 2003 maidir le riachtanais ár gcustaiméirí le Gaeilge a shásamh
- Feidhmeoidimid téarmaí Scéim na dTeangacha Oifigiúla.

Gnásanna Gearáin/Achomhairc

Gearáin²

- Má tá tú míshásta le caighdeán na seirbhíse atá faighte agat, tá tú i dteideal gearán a dhéanamh
- Is é an tOifigeach Sheirbhís Chustaiméara (CSO) san Aonad Gnó a sholáthraíonn an tseirbhís, lena bhfuil tú míshásta, is túisce a dhéileálfaidh le do ghearán. Murar féidir an cheist a réiteach ar an leibhéal sin is féidir achomharc inmheánach a chur go dtí an Bainisteoir Sinsearach ábhartha. Tá sonraí do na hOifigigh Sheirbhís Chustaiméara uile agus do na Bainisteoirí Sinsearach tugtha sa Phlean Gníomhaíochta Custaiméirí
- Is féidir gearáin a bhaineann le seirbhísí a sholáthraítear mar chuid de réimse na hOidhreachta a dhéanamh leis an Treoraí nó an Maor Treorach ag an Ionad Oidhreachta atá i gceist
- Pléifear go tráthúil, go cothrom agus go neamhspleách le gach gearán.

Achomhairc

Murar féidir plé le do ghearán ar leibhéal an OOP is féidir achomharc a dhéanamh le hOifig an Ombudsmain.

An tOmbudsman, 18 Sr. Líosaín Íoch., Baile Átha Cliath 2.

Teil: (01) 639 5600, Íosghlao: 1890 22 30³, r-phost: ombudsman@ombudsman.gov.ie

Suíomh gréasáin: www.ombudsman.gov.ie

Aiseolas

Breathnaímid ar aiseolas mar ghluais chun riachtanais agus ionchais ár gcustaiméirí a thuiscint. Le go mbeimis cinnte go gcuirtear do thuairimí is do bharúlacha – bidís dearfach nó diúltach – in iúl dúinn, griosaímid an fhoireann chun leas a bhaint as a dteagmháil ó lá go chéile le custaiméirí mar áis chun aiseolas a bhailiú faoi chaighdeán na seirbhíse a chuirtear ar fáil. Tig le custaiméirí a mbarúlacha a sheoladh mar ríomhphost chuig info@opw.ie.

Mar a bhfuil teacht orainn

Tá Ceannóifig OOP diláraithe agus tá sí suite anois ar Shráid Jonathan Swift, Baile Átha Troim, Co. na Mí.

Príomhuimhir Theileafóin: 046 942 6000
Íosghlao: 1890 213 414³
Príomhuimhir Facs: 046 948 1793
Suíomh gréasáin: www.opw.ie

Tá teacht ar na seoltaí agus ar na huimhreacha teileafóin uile d'ár n-oifigí réigiúnacha is dár n-ionaid oidhreachta in Aguisín 1 inár bPlean Gníomhaíochta Custaiméirí. Is féidir an Plean Gníomhaíochta agus an Chairt seo araon a íoslódáil, i nGaeilge agus i mBéarla, ónár suíomh gréasáin.

¹ Gnáth-uaireanta oibre: 9.15am – 1.00pm agus 2.15pm – 5.30 pm, Luan go Déardaoin (5.15pm Dé hAoine) Tharlódh sé nach mbeadh foireann ar dualgas an t-am ar fad le linn na n-uaireanta seo i gcuid de na hOifigí áitiúla, a mbíonn foireann thionscadal oibríochta/láithreán ina mbun

² Ní áirítear mar "Gearán" aon éileamh dlíthiúil nó eile, a bhfuil gnátham ar leith ann dó cheana féin nó atá leagtha amach sa dlí.

³ Tabhair faoi deara gur féidir praghsanna éagsúla a bheith ar ghlaonna nó fhóin phóca ar uimhreacha Lo Call.