



# Customer Charter

## OPW Customer Charter

The OPW is first and foremost a service organisation. Its ethos is client focus, timely delivery and value for money. The operations of OPW are carried out by seven Business Units:

- ▶ Project Management Services.
- ▶ Property Management Services.
- ▶ Property Maintenance Services.
- ▶ Architectural Services.
- ▶ Engineering Services.
- ▶ Government Supplies Agency.
- ▶ Heritage Services.

## *Mission Statement*

*To deliver, in support of Government policies, high-quality services in property, design, construction and procurement on time and in budget.*

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

## **OPW Customer Service Standards**

*We have categorised our Service Standards under 5 broad themes:*

1. *General Response;*
2. *Information;*
3. *Equality;*
4. *Mission Delivery;*
5. *Complaints and Appeals.*

## General Response

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*We aim to provide services consistently at times and venues that suit our customers.*

### Telephone Enquiries

- ▶ We will generally be available to answer telephone enquiries during normal office hours (9.15am-1.00pm and 2.15pm-5.30pm Monday-Friday [5.15pm Friday])\*

*\* Some regional/local offices staffed primarily by operational project/site staff may not be occupied at all times within these hours.*

If specific staff are not available to speak with you when you call, we will ensure that you are assisted in their absence.

### Written Communication

- ▶ We will acknowledge all written enquiries and non-routine correspondence (including faxes and email) promptly and will aim to give a comprehensive reply to at least 95% of all such correspondence within twenty working days at the latest.

### Personal Callers

- ▶ We will be available to meet with you by appointment during normal working hours (see above). We will be as flexible as possible if you need to have an appointment scheduled outside these hours.

## Providing Information

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*We recognise the importance of meeting the expectations of our customers for information that is timely, accurate and relevant to their needs.*

### 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

- ▶ We will maintain the OPW Website so as to ensure relevance, accuracy and ease of use for users.
- ▶ 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 twenty working days.

## General Information

- ▶ We will ensure that all generally available information is accessible in both electronic and printed format, if required.

## Equality of treatment

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*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.*

## Physical access

- ▶ We will ensure that public areas (\*) within our premises and sites are accessible (\*\*) to all callers.
- ▶ 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.

*\* Due to the nature of some sites, not all areas within certain Heritage sites or local operational offices may be fully accessible at all times.*

*\*\* Access to certain areas in OPW sites and buildings may be controlled from time to time on Health and Safety grounds.*

### **Language Equality**

- ▶ We will fulfil the requirements of the Official Languages Act 2003 in regard to the needs of our Irish language customers.
- ▶ We will ensure that anyone communicating with us in writing in Irish will receive a reply in the same language.
- ▶ We will aim over time to ensure that anyone wishing to communicate through the Irish language will be accommodated.

### **Mission Delivery**

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*We are committed to providing efficient services to our customers in line with the key elements of our Mission Statement.*

### **Fit for Purpose**

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

### **Quality Services**

- ▶ We undertake to give a quality service in all of the core areas detailed in our Mission Statement (property, design, construction and procurement) and in the provision of Heritage Services.

### **Timeliness and Cost**

- ▶ We will aim to deliver services on time and in budget.

### **Dealing with Problems**

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*We undertake to provide a clear, simple system for processing complaints and appeals.*

### **Complaints\***

- ▶ Customer Service Officers within Business Units (\*\*) will initially deal with complaints. If there is no resolution at that level, an internal appeal may be made to the relevant Head of Section\*\* (Principal Officer, Assistant Principal Architect or Assistant Chief Engineer.)

Within the Heritage Services, complaints in relation to service delivery at visitor sites can be made to the Guide or the Guide Supervisor on the site in question. Where no Guide service is available or if the complaint relates to another aspect of services offered by the Heritage Service, then the complaint should be made directly to the Customer Services Officer for that area\*\*.

*\* The term "complaint" is deemed not to include any legal or other claims for which a separate procedure already exists or is set out in law.*

*\*\* Contact details for Customer Service Officers, POs, APAs and ACEs are provided at Appendices 2 & 3 of the OPW Customer Service Action Plan.*

## **Appeals**

- ▶ If the issue cannot be dealt with at OPW level, an appeal may be made to the Office of the Ombudsman.

## **Main Contact Details\***

### **Head Office**

Office of the Minister of State, Office of the Chairman, Corporate Services, Property Management Services, Project Management Services, Property Maintenance Services, Architectural Services, Engineering Services, Heritage Services\*\*.

*51 St. Stephen's Green, Dublin 2.*

*Tel: (01) 647 6000*

*LoCall: 1890 213 414/1850 600 601 (Heritage Card)*

*Main Fax No: (01) 661 0747*

*Website: [www.opw.ie](http://www.opw.ie)*

*Email: [info@opw.ie](mailto:info@opw.ie)*

*\* Please refer to our Customer Service Action Plan for details of our Regional and Local Offices and Heritage Sites.*

*\*\* Telephone numbers for individual Heritage Services units may be advised through the main OPW Switch.*