

Customer Charter

MISSION STATEMENT

THE MISSION of the Office of Public Works is to use our *experience* and **EXPERTISE** to fulfil our role and **responsibilities** with *effective, SUSTAINABLE & INNOVATIVE SERVICES* to the public and to our **CLIENTS**, with *competence, dedication, professionalism* and **INTEGRITY**.

The Office of Public Works (OPW) is first and foremost a service organisation. Our ethos is client focus, timely delivery and value for money.

We are committed to providing you, our Customer, with an excellent service by maintaining and improving our commitment to, and delivery of, the highest standards of quality service in a climate of mutual respect.

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 can be found on our website (www.opw.ie), and outlines our approach to planning for good customer service across the 12 Civil Service Principles for Quality Customer Service.

OUR COMMITMENTS TO YOU

Communications

TELEPHONE ENQUIRIES

- > We will be available to answer telephone enquiries during normal working hours⁴.
- > 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 ask that you reciprocate our courtesy.
- > 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 213 414**.

WRITTEN CORRESPONDENCE

- > We will acknowledge all written enquiries and non-routine correspondence within one week of receipt 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.
- > Our personal interactions will be conducted in a way that upholds the dignity and welfare of all involved.

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 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 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

COMPLAINTS⁵

- > 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 area 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. Contact 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 Lower Leeson Street, Dublin 2 D02 HE97

Tel: (01) 639 5600

LoCall⁶: 1890 22 30 30

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 is located at

Jonathan Swift Street, Trim, Co. Meath C15 NX36.

Main Telephone: 046 942 6000 / 0761 10 6000

LoCall⁶: 1890 213 414

Main Fax: 046 948 1793

Website: 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.

² 8.15pm – 5.45pm 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.

⁵ "Complaint" is deemed not to include any legal or other claims for which a separate procedure already exists or is set out in law. ⁶ Be advised that charges from mobile phones to LoCall or 0761 numbers may vary.

⁴ Normal working hours: 9am – 1pm