

CUSTOMER ACTION PLAN

2017 – 2019



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PART 1: THE OFFICE OF PUBLIC WORKS (OPW) - ABOUT US

OUR MISSION: To use our experience and expertise to fulfil our role and responsibilities with effective, sustainable and innovative services to the public and to our clients with competence, dedication, professionalism and integrity.

The OPW is first and foremost a service organisation. We are primarily concerned with the delivery of services to our customers. Our ethos is client focus, timely delivery and value for money in a sustainable manner.

1. Customers

As it is a service organisation the OPW has a strong customer focus and as a result, the majority of our staff are employed in operational and front line areas responding to customer needs. Our customers are Government, other Departments, Offices and Agencies, and the public.

2. Services

Our core functions relate to Estate Portfolio Management, Built Heritage Services and Flood Risk Management. These operational areas are supported by Corporate Services. Corporate Services includes functions such as Human Resources, Financial Management, Information & Communications Technology and other services necessary for the day to day operations of the Office.

2.1 Estate Portfolio Management

The services in Property and Heritage are currently delivered under the unified heading of Estate Portfolio Management (EPM). The OPW holds and manages a large and diverse portfolio of property including 591 offices, 818 Garda premises, specialist properties and over 800 National Monuments and Heritage sites.

Property

In managing this portfolio, the OPW provides a centralised service in the areas of property management and property maintenance incorporating architectural, engineering, valuation, quantity surveying, project management and facilities management services to central Government Departments and Agencies.

We operate as a centralised service provider of office accommodation for Departments/ Agencies who are not charged for the service. We also provide specialist professional and technical advice to the Government and to a number of Departments on major and minor construction projects. These projects include the design and construction of new buildings, refurbishment of existing buildings, alterations, improvements and repairs, fit-outs of new or existing buildings, restoration and conservation of historic properties, landscaping and external works. The Office also works within the requirements of the Government Policy on Architecture and the Actions in which it is included and to which the State Architect is assigned. The Office also provides Health & Safety,

Fire & Security and Energy Efficiency advisory functions.

We provide a reactive and planned property maintenance service for the State-owned and leased property portfolio occupied by Government Departments and State Agencies.

2.2 Built Heritage Services

The OPW is a lead agency in areas of conservation, preservation and presentation of cultural and heritage properties and is responsible for the day-to-day operation of all National Monuments and Historic Properties in State care. The OPW's responsibility for the built heritage in State care (i.e. in State ownership or guardianship) involves:

Managing, maintaining and preserving over 780 national monuments;
Managing a range of national historic properties such as the Phoenix Park, National Botanic Gardens and over 20 other such properties (e.g. Heywood Gardens and St. Enda's Park);
Providing interpretative facilities and a Guide service at 70 sites.

2.3 Flood Risk Management

The OPW is the lead agency for flood risk management in Ireland. It is, therefore, responsible for developing, implementing and co-ordinating comprehensive policies and strategies for flood risk management. The primary functions of this programme are:

- To develop and deliver on flood risk management work programmes and measures;
- To maintain an effective programme of maintenance of river courses drained under the provisions of the Arterial Drainage Acts; and
- To advise the Government on flood risk management and flood risk management policy.

Through its combination of experience and expertise, our Flood Risk Management service is uniquely placed to provide a complete service for its customers in the design, construction and maintenance of flood relief and drainage works, and river and coastal engineering generally.

With a nationwide spread of staff and facilities, the OPW is well placed to respond to national and local demands. Based on our extensive experience and expertise, and a continually updated hydrometric database dating back to the 1940s, we provide advice on flood related matters to Government Departments, Local Authorities and to private sector engineering consultants throughout the country.

3. Contacting the OPW

Our headquarters is located in Trim, Co. Meath. We also have offices, depots and sites located throughout the country. All contact details for the OPW are located at **Appendix 1**.

PART 2: DEVELOPMENT OF THE CUSTOMER CHARTER AND ACTION PLAN

The OPW is committed to providing a professional, efficient and courteous service to all our customers, providing and delivering the highest quality of service in accordance with the guiding principles of Quality Customer Service which have been adopted across the public service and endorsed by Government. This new three year Customer Charter and Action Plan was developed taking account of:

- Guidelines issued by the Department of Public Expenditure and Reform
- The 12 Principles of Quality Customer Service
- The OPW Statement of Strategy 2017 -2020
- Results of the 2013 OPW External Customer Survey
- The Customer Charter and Action Plans of other Government Departments and Offices.

OPW Customer Survey

In order to prepare a new Plan and Charter we needed to review and evaluate our performance in achieving the promises we made in our previous Customer Action Plan and Charter. Therefore, an external Customer Survey was carried out in 2013. The outcome of the survey was positive with 79.3% of business customers satisfied with the overall customer service provided and 97.3% of visitors to our Heritage sites satisfied with service delivery. A short summary of overall satisfaction rate with our customer service can be viewed at **Appendix 2**.

The results of the survey, and in particular our customers' comments on the service they received, have been taken into account while preparing this Action Plan. Although the results of the survey were in the main positive, we received feedback on a few issues that have been incorporated into this Plan. Amongst the services highlighted for improvement were our response time to telephone calls and promoting awareness of our Complaints and Appeals Procedures and Customer Charter:

- In order to try to improve our service to customers over the telephone we have quantified our standard to include that we will aim to return telephone calls within 48 hours, if we are not in a position to deal with a query immediately. Taking this one step further we have also included a one week response deadline in regard to acknowledging written correspondence.

- Many of our customers who participated in the survey indicated that they were not aware, or unsure, of our Complaints and Appeals Procedure. Although these procedures are outlined in our Customer Charter, we will also publish them as a standalone item under Public Interest Information on our website www.opw.ie.
- Customers who participated in the survey were asked about their awareness of our Customer Charter and its contents. Many were unaware of it. It is a requirement that our Charter be displayed in the reception area of our offices, depots and Heritage sites around the country. As we have many offices, depots and sites around the country, efforts will be made to ensure that all locations receive and display the Customer Charter. This will be achieved through reminders and site visits. We will also ensure that the Charter is displayed in a prominent and accessible way on the OPW website.

PART 3: IMPLEMENTING THE 12 PRINCIPLES OF QUALITY CUSTOMER SERVICE

How effectively we deliver services to, and engage with, the people we serve, lies at the core of what we do. This Part of our Action Plan sets out how we propose to adopt and implement the twelve Principles of Quality Customer Service over the next 3 years and the objectives and targets which we have adopted in respect of the Principles.

Principle 1 - Quality Service Standards

Publish a statement that outlines the nature and quality of service which customers can expect, and display it prominently at the point of service delivery.

A key element of the Delivery of a Quality Customer Service relates to the way in which our staff interact with our customers on a daily basis. We have developed standards that we must adhere to when dealing with our customers on the telephone, in writing and in person. It is important that our customers are aware of these standards and know what they can expect when dealing with this Office. These standards are outlined in detail in **Appendix 3**. We have also included them in our Customer Charter.

We will:

- Publish the new Customer Charter and Action Plan (CAP) 2017 – 2019 in both English and Irish. This will inform our customers and stakeholders of the standards of customer service that they can expect over the lifetime of the plan;
- Display the bilingual Customer Charter prominently in the reception area of all our public offices and heritage sites. The Charter is a short statement describing the levels of service our customers can expect when dealing with this Office, and complements the Action Plan which has a more detailed content. Our Customer Charter can be viewed at **Appendix 4**;
- Make the Customer Action Plan and Charter available in electronic or written format, on request. Both documents will also be published on our website www.opw.ie.

Principle 2 - Equality and Diversity

Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community). Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.

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 customer with a view to achieving equality of treatment.

We will:

- Conduct our business in a fair and open manner consistent with the principles of human rights, equality legislation and accountability;
- Ensure that no-one is discriminated against by virtue of their membership of any of the groups covered by the nine categories;
- Make appropriate provision for diversity of needs and circumstances. Our policies and services will be designed to ensure that the rights established by equality legislation and the Disability Act are fully respected;
- Work towards fully implementing the “Code of Practice” for the employment of people with a disability in the Irish Civil Service;
- Ensure that our staff with special needs are fully catered for;
- Promote staff awareness of equality and diversity issues through training;
- Monitor on an on-going basis the effectiveness of our services in dealing with equality, diversity and disability issues.

Principle 3 - Physical Access

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

The OPW is responsible, through its involvement in the Universal Access Programme, for ensuring that the principle of equality of access for all customers of the Civil Service is given practical effect by projects to provide such access at all Government Offices. We therefore consider that we have a particular responsibility in this regard to set an example.

We will:

- Continue to work towards the implementation of section 25 of the Disability Act 2005, in partnership with the building occupier, whereby all areas of our public offices that need to be accessed by the public meet the requirements of Part M [2000] of the Building Regulations by 2015 and Part M [2010] by 2021;
- Ensure that any new buildings or premises will be designed and built to meet best practice

in Universal design. We will, on a progressive basis, deal with older buildings and premises to ensure that they are also rendered accessible;

- Provide for improved access to protected structures and Heritage sites where possible, without compromising the integrity of the structure or site;
- Regularly review our public offices to ensure that they comply with occupational and safety standards;
- Regularly review Safety Statements for each of our sites and buildings.

Principle 4 - Information

Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service web sites follows the guidelines on web publication. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures. Respect the fundamental rights and freedoms of Data Subjects, including their right to the protection of their personal data.

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:

- Endeavour to ensure that customers have access to information on our services without having to rely on the Freedom of Information Act 2014;
- Make every effort to deal outside the scope of the Act in regard to simple requests;
- Treat all requests impartially and equally, within the spirit and letter of the Act;
- Ensure that any requests received and formally dealt with under the Act are processed by us within the deadlines;
- Try to ensure that all customers with whom we deal, have a clear understanding of their rights and obligations in regard to Freedom of Information in all their dealings with us.

Data Protection

We will:

- Meet all our obligations under the Data Protection Acts 1988 to 2003 and, from 25 May 2018, the General Data Protection Regulation (GDPR);

- Treat all requests impartially and equally, within the spirit and letter of the Acts and the GDPR;
- Ensure that any requests received and formally dealt with under the Act or the GDPR are processed by us within the deadlines;
- Try to ensure that all customers with whom we deal, have a clear understanding of their rights and obligations in respect of the protection of their personal data in all their dealings with us.

Website Information

We will:

- Complete the re-presentation of the OPW family of websites;
- Ensure that the websites conform to best standards for design, accessibility, ease of use and practicality;
- Ensure that the information presented is relevant, accurate and up to date;
- Provide, where appropriate and feasible, links from our websites to other relevant sources of information on the Internet;
- Maintain a contact point for users of the websites;
- Where possible, make information available in a variety of formats to suit user needs;
- Provide up to date press releases and publications for download;
- Provide facilities for queries, comments and complaints;
- Ensure that static information on our websites is provided in English and Irish as websites are redesigned.

Principle 5 - Timeliness and Courtesy

Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer. Give contact names in all communications to ensure ease of ongoing transactions.

This Office is committed to delivering a quality service to all its customers by ensuring that they are dealt with in a timely fashion and treated with courtesy and sensitivity. The way in which we interact with our customers is the cornerstone of our customer service policy.

We will:

- Treat all our customers with courtesy and respect;
- Adhere to the key service standards set out in our Customer Charter;
- Deal with all enquiries promptly and efficiently and in a manner which is appropriate to the business environment;
- Provide full contact details on all written communications in order to eliminate contact delays;
- Ensure that our staff give their full name and section when answering telephone calls;
- Deliver customer service training to front line staff on a regular basis.

Principle 6 - Complaints

Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.

If you are unhappy with the quality of service we provide, you are entitled to make a complaint. The OPW has a simple two step procedure for making a complaint. These steps, along with the procedure for making an appeal, are outlined in **Appendix 5**.

We will:

- Prominently display *how to make a complaint* procedures on our website www.opw.ie;
- Ensure our complaints procedure is included in our Customer Charter;
- Undertake to deal with all complaints promptly, fairly and objectively in accordance with the facts of the case;
- Closely monitor the number and nature of complaints received and use this information in effecting any necessary improvements to the quality of our services and decision-making.

Principle 7 - Appeals

Similarly, maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

In the event that the complaint cannot be adequately dealt with following the complaints procedure, complainants have recourse to the Ombudsman appeals procedure. Details of how to make an appeal are outlined in **Appendix 5**.

We will:

- Prominently display *how to make an appeal* procedures on our website www.opw.ie;
- Ensure our appeals procedure is included in our Customer Charter;
- Undertake to deal with all appeals fairly and impartially in accordance with the facts of the case;
- Ensure full co-operation with the appeals procedure and provide prompt, accurate and complete information to the Ombudsman's Office as required.

Principle 8 - Consultation and Evaluation

Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.

The OPW has achieved ISO accreditation for each of its main business areas. Among the features of the systems now in place in the OPW, which have assisted us in achieving ISO accreditation, is an aim to provide ultimate customer satisfaction through the receipt of an enhanced standard of service that is on time, within budget and quality monitored. Systematic customer feedback at regular intervals during the lifetime of projects or provisions of services, forms an integral part of these systems.

We will:

- Seek formal client feedback on completion of all architectural projects and use the information gained;
- Hold quarterly meetings with property maintenance clients to formally review the work programmes which are being carried out. Carry out informal surveys at regional level on an on-going basis;
- Hold regular structured client feedback meetings with client Departments to discuss progress on work and to identify emerging priorities and seek formal client feedback on completion of all projects. This feedback will be used to improve client services in the future;
- Carry out customer surveys at Heritage sites around the country as an aid to planning and improving future service delivery at those sites;
- Ensure that Engineering Services continue to carry out landowner surveys to determine levels of satisfaction in that area of service;
- Monitor regularly to ensure that the standards expected from the services provided by this

Office, are reached and maintained;

- Invite, and value, the contributions of our staff on how we can improve our service provision and delivery.

Principle 9 – Choice

Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

The OPW is committed to providing a wider range of options to its customers. In terms of new technology, we are investing significantly to ensure maximum choice for our customers.

We will:

- Through our e-strategy, aim to improve the range of options for customers, suppliers, staff and other stakeholders through the continued development and application of these technologies in the areas in which we operate. For example: e-procurement, e-tendering;
- Further enhance the quality of this Office's websites and update and broaden their content;
- Operate a voicemail service outside of normal office hours;
- In terms of offering choice through our physical presence, continue to use our local office structure to deliver services to our customers. Our offices are spread throughout Ireland to enhance local contact points;
- Continue to provide a range of information/interpretative leaflets at our Heritage sites in English, in Irish and in continental European and world languages, where appropriate;
- Develop and improve our Flood Hazard Mapping Website, which provides information to our customers about the location of known flood events in Ireland.

Principle 10 - Official Languages Equality

Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

We are committed to improving the level of services available through Irish and in this regard we will fully comply with the provisions of the Official Languages Act 2003 and the commitments outlined in our Language Scheme.

We will:

- Make every effort to accommodate customers who telephone or visit the OPW and who wish to conduct their business in Irish;
- Reply in Irish to all correspondence received in Irish;
- Continue to increase the amount of Irish Language publications in the Heritage Services area;
- Continue to implement the commitments made in our Language Scheme;
- Continue to increase the Irish language content on our website;
- Monitor and update our list of translators;
- Carry out an internal Irish Language Survey to determine the level of Irish skills in the OPW and seek volunteers willing to use these skills in the day to day business of the Office;
- Establish on an outsourced basis, a shared resource for use by staff who need practical assistance in translation and interpretation services;
- Encourage staff to attend Irish language training courses;
- Ensure that signage in our public offices is in Irish or bilingual.

Principle 11 - Better Co-ordination

[Foster a more coordinated and integrated approach to delivery of public services.](#)

In order to ensure as efficient a service as possible to our customers, this Office is committed to a policy of better co-ordination. For services involving more than one business area of the OPW, or where liaison with other Departments or bodies is required, we will give priority to fast and effective exchange of information.

We will:

- Continue to participate in various inter-departmental and internal networks;
- Ensure that our Partnership Committees are represented by staff at all levels in the organisation and that participation in the process continues;
- Examine our internal co-ordination procedures with a view to strengthening and streamlining our co-ordination capacities;
- Participate in forthcoming projects under the eGovernment banner;
- Continue to ensure all websites within OPW are interlinked for customers' convenience;

- Continue to improve transfer of information and resources throughout the organisation by further development and enhancement of the OPW's internal website, Stór;
- Build on the success of existing cross business function working and extend and expand cross-functional, cross-reporting and cross-discipline methods of operation throughout the organisation.

Principle 12 - Internal Customer

Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

The staff of the OPW are recognised as our most important resource. Our staff are crucial to ensuring that the Office continues as a delivery focused and forward thinking organisation that meets the needs of our customers on a day to day basis and that can adapt quickly to changes in our environment. It is essential that our staff are trained to the highest levels and that they are familiar with best practice in areas related to the OPW's core functions.

We will

- Continue to ensure that staff are included in the decision making process by encouraging participation on our internal working groups;
- Continue to ensure that the training needs of individual staff members are identified and implemented through PMDS;
- Make training available for all new staff on quality customer service and dealing with the internal customer;
- Continue to offer family work/ life balance policies;
- Continue to promote a cultural ethos of courtesy, friendliness, mutual respect, approachability, professionalism, teamwork and prompt delivery of services in all interactions between individual staff members;
- Commit to, and implement, the following standards of service that staff should expect from each other, during their day to day interactions:

On the telephone, we will

- Answer colleague calls promptly and if we are not immediately available, respond to voicemail messages promptly on our return;
- Ensure voicemail (out of office) messages give accurate return date information;
- Be helpful and provide clear and accurate information;

- If we cannot answer a query immediately we will respond within promptly;
- Keep our contact details up to date on the internal telephone directory.

In writing, we will

- Acknowledge/respond to internal written correspondence including emails within 24 hours of receipt, where possible;
- Use clear and simple language and keep technical terms to a minimum.

For internal meetings, we will

- Meet with colleagues punctually;
- Be courteous, fair and helpful;
- Ensure that meeting facilities are clean and fit for purpose.

PART 4: WHAT'S NEXT?

1. Focal Points of Activity within OPW

Currently, our main focal points of activity are: Estate Portfolio Management, Built Heritage Services and Flood Risk Management.

Estate Portfolio Management

We aim to be the recognised leader in the design, procurement, management and conservation of our buildings and heritage. Efforts to rationalise our property portfolio, reduce maintenance costs and release properties will be a priority.

The Office is committed to the implementation of the recommendations arising from the capacity/capability review in the Estate Management area which is running in tandem with the work being undertaken in property asset management reform with our colleagues across the public sector.

Since 2013, the OPW has been the shared service provider responsible for statutory maintenance contracts and building maintenance works for all State owned and occupied buildings. The OPW's focus will continue to be on preventative maintenance through inter-alia intelligent and robust design, to prevent problems rather than reactive maintenance to fix them.

Built Heritage Services

Opportunities to present our Heritage sites to greater numbers and using new technologies will be explored over the next few years.

Management of Flood Risk

The OPW is the lead agency for the management of flood risk in Ireland. It is our aim to minimise the impacts of river and coastal flooding on society, households, businesses and the environment, through the provision of flood risk guidance and advice in the area of sustainable planning, assisting the development of resilient communities and implementation of effective protection and mitigation measures for areas of risk. The capital allocation for flood risk management has been increased significantly over the next 6 years, a reflection on the increasing risk that flooding events pose to our country in particular our towns and cities and in line with Flood Risk Management Plans developed under the CFRAM programme which will enable the advancement of prioritised schemes for the provision of flood relief measures at community level.

2. Our Principal Commitments to our Customers

Having established the OPW's main focal points of activity the following sets out the primary objectives this Office has in relation to customer services over the course of this Action Plan:

- To devise and deliver on Annual Work Programmes which are in line with Government policies and priorities and which respond to Customer requirements in a timely and sustainable manner, providing value for money;
- To advise the Government in relation to policy development and legislative requirements for flood risk management and to develop, coordinate and implement programmes and measures to reduce the national level of flood risk to people, businesses, infrastructure and the environment;
- To continue to take a lead role in the implementation of the property reform programme, further opportunities to rationalise our property portfolio through property disposal and space rationalisation mechanisms and in the identification and implementation of even more efficient maintenance approaches;
- To manage the State's Heritage property portfolio in a manner that conserves and protects it, while maximising and improving public access to it, presenting the sites to best advantage and ensuring that visitor enjoyment and education experiences are enhanced.

3. Evaluation of Progress under this Action Plan

The standard of service delivery we have set out in this Action Plan represents our commitment to improve and maintain the quality of our work. We intend to monitor these standards and critically assess whether we are fulfilling the commitments we have promised. The Quality Customer Service Network, whose membership is set out in **Appendix 6**, will periodically review performance standards across all our areas of business with a view to:

- Reporting annually to the OPW Management Board (MB) in relation to action on Customer Service during that year;
 - Detailing progress within the Office in relation to Customer Service in the Annual Report;
 - Liaising on a regular basis with the Partnership Committee with a view to reviewing progress on the Customer Action Plan and updating targets and actions where necessary;
 - Within the lifetime of this Action Plan, carry out another external survey on the quality of customer service we provide, to assess whether we are achieving the commitments promised.
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Appendix 1: OPW Contact Details

Customer Service Coordinators

Marcella Mitchell **email:** marcella.mitchell@opw.ie..... (046) 942 6355/ 0761 10 6355
 Policy Unit, OPW Head Office, Jonathan Swift Street, Trim, Co. Meath, C15 NX36
 Mary Bagnall **email:** mary.bagnall@opw.ie..... (046) 942 6747/ 0761 10 6747
 Policy Unit, OPW Head Office, Jonathan Swift Street, Trim, Co. Meath, C15 NX36

Disability Liaison Officer

John Toal **email:** john.toal@opw.ie (046) 942 6569/ 0761 10 6569
 Equality Unit, OPW Head Office, Jonathan Swift Street, Trim, Co. Meath, C15 NX36

Access Officer

David McAuliffe **email:** david.mcauliffe@opw.ie..... (046) 942 6664/ 0761 10 6664
 Facilities Management, OPW Head Office,
 Jonathan Swift Street, Trim, Co. Meath, C15 NX36

Freedom of Information Officer

Edel McArdle **email:** edel.mcardle@opw.ie (056) 777 2625 / 0761 10 3600
 FOI Unit, OPW, Government Buildings, Hebron Road, Kilkenny, Co. Kilkenny, R95 H4XC

Data Protection Officer

Liam Kelly **email:** liam.kelly@opw.ie..... (046) 942 6138 / 0761 10 6038
 ICT Unit, OPW Head Office, Jonathan Swift Street, Trim, Co. Meath, C15 NX36

Office of the Minister of State

52 St. Stephen' s Green, Dublin 2, D02 DR67..... (01) 647 6000/ 0761 10 6000

Office of the Chairman

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath, C15 NX36
 (046) 942 6000 / 0761 10 6000

Public Relations (Press) Office

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath, C15 NX36
 (046) 942 6000/ 0761 10 6000

Human Resource Management, Policy Unit, Internal Audit, Management Accounting Services, Business Transformation Unit, Library, Art Management, ICT Services

OPW Head Officer, Jonathan Swift Street, Trim, Co. Meath, C15 NX36
 (046) 9426000/ 0761 106000

FINANCIAL SERVICES and Freedom of Information and Legal Services

Government Offices, Hebron Road, Kilkenny, R95 H4XC... (056) 777 2600/ 0761 10 3600
 LoCall.....
1890 213 424

GOVERNMENT PUBLICATIONS, IRIS OIFIGÚIL AND ELECTION SERVICES

52 St. Stephen's Green, Dublin 2, D02 DR67..... (01) 647 6834/ 0761 10 6834
 LoCall1890 213 434

ENGINEERING SERVICES

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath, C15 NX36
 (046) 942 6000/ 0761 10 6000

Flood Risk Policy and Management

Flood Project Management Services, Arterial Drainage Maintenance Support Service

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath C15 NX36
 (046) 9426000/ 0761 106000

52 St. Stephen' s Green, Dublin 2, D02 DR67. (01) 647 6000/ 0761 10 6000

Flood Policy

52 St. Stephen' s Green, Dublin 2, D02 DR67..... (01) 647 6000/ 0761 10 6000

Arterial Drainage Maintenance

East Region Drainage Maintenance

Newtown, Trim, Co Meath, C15 K8V0..... (046) 943 1352/ 0761 10 3500
 Fair Green, Ardee, Co Louth, A92

EYT2..... (041) 685 3256
 Robinstown, Mullingar, Co. Westmeath,
 X099..... (044) 934 8332
 Drumbear, Cootehill Road, Monaghan,
 TY79..... (047) 83 201

West Region Drainage Maintenance

Main Street, Headford, Co. Galway, H91 RX79..... (093) 35 456
 / 0761 10 3300
 Foxford Road, Ballina, Co. Mayo, HX99..... (096) 22 065
 Gallows Brae, Lifford, Co. Donegal, RK37..... (074) 914 1273
 Corrib Sluice Barrage, Sluice Galway (091) 563 097

South West Region Drainage Maintenance

Templemungret House, Mungret, Co. Limerick, V94 EK07..... (061) 227 139 / 0761 10 3100
 Unit 1, Clieveragh Industrial Estate, Listowel, Co. Kerry, V31 DV26 (068) 21166
 Dowager House, Portumna, Co. Galway H53 TD63 (090) 974 1086

Environment Section

Main Street, Headford, Co. Galway, H91 RX7..... (093) 35 456 / 0761 10 3300

Mechanical Engineering Field Services

Newtown, Trim, Co. Meath, C15 K8V0..... (046) 943 1352 / 0761 10 3500

Hydrometric Section

Main Street, Headford, Co. Galway, H91 RX79..... (093) 36 372 / 0761 10 3300
 Government Offices, Pearse Street, Athlone, Co. Westmeath, N37 E8C8 (090) 649 2918
 Government Offices, Hebron Road, Kilkenny, R95 H4XC..... (056) 7772635 / 0761 10 3600
 Newtown, Trim, Co Meath, C15 K8V0..... (046) 943 1352 / 0761 10 3500
 Templemungret House, Mungret, Co. Limerick, V94 EK07..... (061) 209117 / 0761 10 3100
 Foxford Road, Ballina, Co. Mayo, F26

HX99..... (096) 22 065
 N91

Hydrology and Coastal Section

H18 OPW Head Office, Jonathan Swift Street, Trim, Co. Meath, C15 NX36 (046) 942 6000 / 0761 10 6000

Flood Relief and Risk Management Services

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath, C15 NX36 F26 (046) 942 6000 / 0761 10 6000

Professional Engineering Services

Mechanical & Electrical Engineering Services

House, OPW Head Office, Jonathan Swift Street, Trim, Co. Meath, C15 NX36 (046) 942 6000 / 0761 10 6000

52 St. Stephen' s Green, Dublin 2, D02 DR67 (01) 647 6000 / 0761 10 6000

Civil and Structural Engineering Services

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath, C15 NX36 (046) 942 6000 / 0761 10 6000

PROJECT MANAGEMENT SERVICES

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath, C15 NX36 (046) 942 6000 / 0761 10 6000

Unit 20, Lakeside Retail Park, Claremorris, Co Mayo, F12 DK30

..... (01) 647 6000 / 0761 10 6000

QUANTITY SURVEYING SECTION

52 St. Stephen' s Green, Dublin 2, D02 DR67. (01) 647 6000 / 0761 10 6000

PROPERTY MANAGEMENT SERVICES

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath, C15 NX36

..... (046) 942 6000 /
0761 10 6000

PROPERTY MAINTENANCE SERVICES

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath, C15 NX36
..... (046) 942 6000 /
0761 10 6000

BUILDING MAINTENANCE SERVICES

Collins Barracks, Benburb Street, Dublin 7, D07
XKV4..... (01) 702 8811
Director
.....
..... (01) 702 8812

FURNITURE DIVISION

Mountshannon Road, Rialto, Dublin 8, D08 XA06..... (01) 453 1588/
0761 10 3400

HEALTH & SAFETY SERVICES

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath, C15 NX36
..... (046) 942 6000 / 0761
10 6000
Government Offices, Pearse Street, Athlone, Co. Westmeath, N37 E8C8.... (090) 649
2087

FIRE & SECURITY SERVICES

52 St. Stephen' s Green, Dublin 2, D02 DR67..... (01) 647 6000/ 0761 10
6000

ARCHITECTURAL SERVICES

OPW Head Office, Jonathan Swift Street, Trim, Co. Meath, C15 NX36
..... (046) 942 6000/ 0761
10 6000
52 St. Stephen' s Green, Dublin 2, D02 DR67..... (01) 647 6000/ 0761 10
6000

REGIONAL ARCHITECTURAL OFFICES

Dublin North Region

The Red House, Arbour Hill Gate, Collins Barracks, Dublin 7, D07 XKV4 (01)
474 2040

Dublin South Region

Dublin Castle, Dublin 2, D02 V240..... (01)
677 6106/ 0761 10 3200

North East Region (Co Meath, Westmeath, Kildare, Louth, Monaghan, Cavan)

Regional Architect & District Office (Co Meath, Westmeath, Kildare)

52 St. Stephen' s Green, Dublin 2, D02 DR67..... (01) 647
6000/ 0761 10 6000

District Office (Co Louth, Monaghan, Cavan)

Government Buildings, Millennium Centre, St Alphonsus Road, Dundalk, Co Louth,
A91PP5W
.....
..... (042) 933 4221

North West Region (Co Sligo, Leitrim, Donegal, Roscommon, Longford)

Regional Architect & District Office (Co Sligo, Leitrim)

Marino House, Finisklin Business Park, Sligo, F91
W1WX..... (071) 911 6200

District Office (Co Donegal)

Government Offices, High Road, Letterkenny, Co Donegal, F92 XD2Y (074) 912
1365

District Office (Co Roscommon, Longford)

Government Offices, Pearse St, Athlone, Co Westmeath, N37 E8C8..... (090) 649
2087

South East Region (Co Kilkenny, Waterford, Laois, Offaly, Carlow, Wicklow, Wexford)

Regional Architect & District Office (Co Kilkenny, Waterford)

13 Catherine Street, Waterford,
X91 (051) 845 000/ 874 134

District Office (Co Laois, Offaly, Carlow)
Government Buildings, Abbeyleix Road, Portlaoise, R32 RPA6..... (057) 862 11 33

District Office (Co Wicklow, Wexford)
Government Buildings, Castlepark, Arklow, Co Wicklow, Y14 CK25..... (0402) 32 761

South West Region (Co Cork, Kerry)
Regional Architect & District Office (Co Cork)
Marina Building Centre, Centre Park Road, , Cork, T12
W027..... (021) 496 6200
District Office (Co Kerry)
The Demesne, Killarney, Co Kerry, V93
PN50..... (064) 662 2300

Mid-West Region (Co Limerick, Clare, Tipperary)
Regional Architect & District Office (Co Limerick, Clare)
Templemungret House, Mungret, Co. Limerick, V94 EK07..... (061) 209 100/ 0761 10 3100
District Office (Co Tipperary)
Birchgrove House, Roscrea, Co Tipperary, E53 HY05..... (0505) 24 464

West Region (Co Galway, Mayo)
Regional Architect & District Office (Co. Galway)
The White House, 8 Claddagh Quay, Co. Galway, H91
DN29..... (091) 54 64 80
District Office (Co Mayo)
Pavilion Road, Castlebar, Co Mayo, F23
RK50..... (094) 902 1331

DUBLIN CASTLE CONFERENCE CENTRE
Dublin 2, D02
V240..... (01) 645 8800/ 0761 10 3200
Information & Guided Tours
..... (01)

645 8813
FARMLEIGH
Phoenix Park, Castleknock, Dublin 15, D15
TD50..... (01) 815 5900
NATIONAL MONUMENTS
Unit 20, Lakeside Retail Park, Claremorris, Co Mayo, F12 DK30
.....
..... (01) 647 6000/0761 10 6000

Athenry Depot
District Works Manager, Raheen, Athenry, Co Galway, H65
Y044..... (091) 844 084
Kilkenny Depot
District Works Manager, Hebron Road Industrial Estate, Kilkenny, R95 X254
..... (056) 772 1813/
056 772 1668

Killarney Depot
District Works Manager, Carrigfreaghane, Killarney, Co Kerry, V93 DF70... (064) 663 2402

Mallow Depot
Districts Works Manager, Quartertown Industrial Estate, Mallow, Co Cork, P51ND99
.....
.....022 42 278

Dromahair Depot
District Works Manager, Dromahair, Co Leitrim, F91
X8XD.....071 916 4186

Trim Depot
District Works Manager, Newtown, Trim, Co Meath, C15 K8V0
..... (046) 943 1452/ 0761 10 3500

NATIONAL HISTORIC PROPERTIES
Dublin Castle, Dublin 2, D02
V240.....) 645 8885/ 0761 10 3200

VISITOR SERVICES
Unit 20, Lakeside Retail Park, Claremorris, Co Mayo, F12 DK30

..... (01) 647 6000/ 0761 10 6000	Heritage Card	Callsave	628 8252
1850 600 601			Céide Fields , Ballycastle, Co Mayo, F26
HERITAGE SITES			PF66..... (096) 43 325
Adare Castle , Adare, Co Limerick, V94			Charles Fort , Summercove, Kinsale, Co Cork, P17 AY18.....
HNH0..... (061) 39 66 66			(021) 477 2263
Altamont Gardens , Tullow, Co. Carlow, R93			Clonmacnoise , Shannonbridge, Co. Offaly, N37
N882..... (059) 915 9444			V292..... (090) 967 4195
Arbour Hill Cemetery , Arbour Hill, Dublin 7D07			Coole Park , Gort, Co. Galway, H91
YV40..... (01) 821 3021			MF5Y..... (091) 63 18 04
Ardfert Cathedral , Ardfert, Co Kerry, V92			Corlea Trackway , Kenagh, Co Longford, N39
KR7P..... (066) 713 4711			XT18..... (043) 332 2386
Áras an Uachtaráin , Phoenix Park, Dublin 8, D08 E1W3..... (01) 677			Derrynane House , Caherdaniel, Co Kerry, V22
0095			FX65..... (066) 947 5113
Athenry Castle , Athenry, Co Galway, H65			Desmond Castle , Cork Street, Kinsale, Co Cork, P17 TY09.....
WP93..... (091) 84 47 97			(021) 477 4855
Aughnanure Castle , Oughterard, Co Galway, H91 PX20.....			Desmond Hall , The Square, Newcastle West, Co Limerick, V42 YD76..... (069) 77
(091) 55 22 14			408
Ballyhack Castle , Ballyhack,, Co Wexford, Y34			Donegal Castle , Castle Street, Donegal Town, Co Donegal, F94 P996..... (074) 972
TN56..... (051) 38 94 68			2405
Barryscourt Castle , Carrigtwohill, Co Cork, T45			Doneraile Park , Doneraile, Co Cork, P51
Y290..... (021) 488 2218			TH73..... (087) 251 5965
Battle of the Boyne , Oldbridge Estate, Oldbridge, Co Meath, A92 CY68.....			Dublin Castle , Dame Street, Dublin 2, D02 V240..... (01) 645 8813/ 0761 10
(041) 980 9950			3200
Boyle Abbey , Boyle, Co Roscommon, F52			Dún Aonghasa , Kilmurvey, Inishmore, Aran Islands, Co Galway, H91 YT20..... (099) 61
XE16..... (071) 966 2604			008
Brú na Bóinne Visitor Centre , (Newgrange & Knowth) Donore, Co Meath, A92 EH5C			Dungarvan Castle , Castle Street, Dungarvan, Co Waterford, X35 DV58..... (058) 48
.....			144
..... (041) 988 0300			Dunmore Cave , Ballyfoyle, Co Kilkenny, R95
Cahir Castle , Castle Street, Cahir, Co Tipperary, E21			A972..... (056) 776 7726
P652..... (052) 744 1011			Dwyer McAllister Cottage , Derrynamuck, Knockanarrigan, Co Wicklow (Glendalough
Carrowmore Megalithic Cemetery ,			Visitor Centre), W91
Sligo ... (071) 916 1534			D273..... (0404) 45
Casino , Cherrymount Crescent, off Malahide Road, Marino, D3, D03 HH70... (01) 833			325/45 352
1618			Emo Court , Emo, Co Laois, R32
Castletown House & Parklands , Celbridge, Co Kildare, W23 V9H3..... (01)			C44V..... (057) 862 6573

Ennis Friary, Abbey Street, Ennis, Co Clare, V95 AN28..... 2... (01) 475 7816
(065) 682 9100

Famine Warehouse (1848), Ballingarry, Co Tipperary, E41 XK23 (087) 908 (056) 772 4623

9972

Farmleigh, Phoenix Park, Dublin 15, D15 TD50..... (01) 815

5900/815 5981

Ferns Castle, Ferns, Co Wexford, Y21

D892..... (053) 936 6411

Fota Arboretum and Gardens, Fota Estate, Carrigtwohill, Co Cork, T45 Y642

..... (021)

481 2728

Gallarus Oratory & Castle, Ballydavid, Co Kerry (The Blasket Centre) (066) 915

6444

Garden of Remembrance, Parnell Square East, Dublin 1.....

(01) 821 3021

Glebe House and Gallery, The Derek Hill Collection, Churchill,

Letterkenny, Co Donegal, F92

WP70..... (074) 913 7071

Glendalough Visitor Centre, Glendalough, Bray, Co Wicklow, A98 HC80

..... (0404) 45

325/4 5352

Government Buildings, Upper Merrion St., Dublin 2, D02 FK66

..... (01) 645 8813/ (01)

619 4116

Grangegorman Military Cemetery, Blackhorse Avenue, D7, D07 PK13. (01) 821 3021

Heywood Gardens, Ballinakill, Co Laois, R32 K4V6..... (057) 873 3563/(087) 667

5291

Hill of Tara, Navan, Co Meath, C15

CF1P..... (046) 902 5903

Illnacullin, Garinish Island, Glengarriff, Bantry, Co Cork, P75 X56..... 7 (027)

63 040

Ionad an Bhlascaoid Mhóir, The Blasket Centre,

Dún Chaoin, Trá Lí, Co Chiarraí, V92

TH73..... (066) 915 6444

Iveagh Gardens, Clonmel Street, Dublin

Jerpoint Abbey, Thomastown, Co Kilkenny, R95 P523.....

John F. Kennedy Arboretum, New Ross, Co Wexford, Y34 KA48... (051) 38 81 71

Kilkenny Castle The Parade, Kilkenny, R95

YKR1..... (056) 770 4100

Kilmacurragh, Kilbride, Co Wicklow, A67 YR12..... (01) 857 0909/
(0404) 48 844

Kilmainham Gaol, Inchicore Road, Dublin 8, D08 T2X5.....

(01) 453 5984

Knowth.....

..... (see Brú na Bóinne)

Listowel Castle, The Square, Listowel, Co

Kerry..... (086) 385 7201

Loughcrew, Corstown, Oldcastle, Co.

Meath..... (049) 854 1240

Lusk Heritage Centre, Lusk, Co Dublin, K95 HF70..... (01) 843 7285/ 833

1618

Maynooth Castle, Maynooth, Co Kildare, W23 F2D5.....

(01) 628 6744

Muckross Friary, Muckross Estate, Killarney National Park, Killarney, Co. Kerry

..... (064) 667 0144

National Botanic Gardens, Dublin 9, D09 YV29..... (01) 804 0300/ (01) 857

0909

Newgrange.....

..... (see Brú na Bóinne)

Newmills Corn and Mills, Milltown, Newmills, Letterkenny, Co Donegal, F92 F205

..... (074) 912 5115

Old Mellifont Abbey, Tullyallen, Drogheda, Co Louth, A92 K682.....

(041) 982 6459

Ormond Castle, Castle Park, Carrick-on-Suir, Co Tipperary, E32 CX59... .. (051) 64

0787

Parke' s Castle, Fivemile Bourne, Co Leitrim, F91

FP71..... (071) 916 4149

Pearse Museum, St. Enda' s Park, Grange Road, Rathfarnham, Dublin 16, D16 Y7Y5
..... (01) 493 4208

Phoenix Park and Ashtown Castle, Phoenix Park, Dublin 8, D08 X6X3
.....(01) 677 0095/
821 3021

Portumna Castle & Gardens, Portumna, Co Galway, H53 YK27..... (090)
974 1658

Rathfarnham Castle, Rathfarnham, Dublin 14, D14 K3T6.....
(01) 493 9462

Reginald' s Tower, The Quay, Waterford, X91
Y880..... (051) 30 42 20

Rock of Cashel, Cashel, Co Tipperary, E25
KX44..... (062) 61 437

Roscrea Heritage, (Castle & Damer House), Castle Street,
Roscrea, Co Tipperary, E53
F652 (0505) 21 850

Ross Castle, Killarney, Co Kerry, V93
V304..... (064) 663 5851

Royal Hospital Kilmainham, Military Road, Kilmainham, Dublin 8, D08 FW31
..... (01) 612 9900

Scattery Island, Kilrush, Co Clare
..... 065) 682 9100

Sceilig Mhichil (Skellig Michael), Co. Kerry..... 0761 10
6912/ 0761 10 6000

Sligo Abbey, Abbey Street, Sligo, F91
K796..... (071) 914 6406

St Audeon' s Church, Cornmarket, High Street, Dublin 8..... (01) 677
0088

St. Mary' s Abbey, Chapter House, Meetinghouse Lane, off Capel Street, D7, D07 P5N3
..... (01) 833 1618

St. Mary' s Church, Gowran, Co Kilkenny, R95 CV0Y..... (056) 772 6894/ 776
7726

St. Stephen' s Green Park, St. Stephen' s Green, Dublin 2, D02 DX88..... (01) 475
7816

Swiss Cottage, Kilcommon, Cahir, Co Tipperary, E21 DX07.....
(052) 744 1144

Teach an Phiarsaigh, (Patrick Pearse' s Cottage),
Inbhear, near Rosmuc Village, Co Galway, H91
F2N5..... (091) 57 42 92

The Croppies Acre, Benburb St. Dublin
7..... (01) 702 8811

The Main Guard, Sarsfield Street, Clonmel, Co Tipperary, E91 P7Y8 (052) 612
7484

Tintern Abbey, Saltmills New Ross, Co Wexford, Y34 KR64.....
(051) 56 26 50

Trim Castle, Trim, Co Meath, C15
HN90..... (046) 943 8619

War Memorial Gardens, Islandbridge, Dublin
8..... (01) 475 7816

Appendix 2: OPW Customer Survey Analysis

Short Summary of Overall Customer Satisfaction

<u>Overall</u> Customer Satisfaction with	Percentage Satisfied (of Customers Surveyed)
service provided when visiting our Heritage sites	97.3 %
service provided by Business Areas within OPW	79.3%
service provided over the Telephone	86.3%
service provided in Writing	83.8%
service provided when visiting our Offices	90%
Service provided when our Staff visited Customers Premises	88.4%
content and layout of the OPW website visited	87.3%

Appendix 3: Service Standards Our Customer Can Expect

When you telephone us, we will

- Be available to answer telephone enquiries during normal working hours¹;
- Answer your calls promptly;
- If we are not immediately available, an automated voicemail will allow you to leave a message which we will respond to promptly on our return;
- Be courteous and identify ourselves and our area of work;
- Be helpful and provide you with clear and accurate information;
- Take your details and call you back within **48 hours** if we cannot answer your query immediately;
- If it is necessary to transfer you to another section, give you the name, section and telephone number of the person to whom you are being transferred;
- Keep internal telephone directories up to date;
- Ensure that official letterheads are kept up to date and relevant addresses, telephone numbers and email addresses are legibly printed;
- Ensure that any first response staff (e.g. Reception, Telephone Switch etc.) are properly trained in Customer Service techniques

In corresponding with you, we will

- Acknowledge all written enquiries and non-routine correspondence within **one week** of receipt;
- Aim to provide a more comprehensive reply to at least 95% of such

correspondence within 20 working days;

- Use clear and simple language and keep technical/official terms and acronyms to a minimum;
- On request, provide you with a contact name, telephone number, fax number, email address and where applicable, a reference or file number;
- Send any correspondence received by us which is a matter for another Department or Agency to them immediately, and notify you of this course of action;
- Ensure that correspondence is answered in whichever of the official languages it is received.

If you visit our offices, we will

- Be available to meet with you, by appointment, during normal working hours. We will try to be flexible should you require an appointment scheduled outside these hours;
- Meet with you punctually, where you have an appointment. Should you not have an appointment, we will do our best to accommodate you;
- Receive you courteously and be fair and helpful to you;
- Direct you to the person who can deal with your enquiry as soon as possible;
- Ensure that our offices are clean and safe and provide appropriate facilities for all meetings;
- Continuously review access to our offices for all callers, including those with a disability.

¹ Normal working hours : 9.00am – 1.00pm and 2.15pm – 5.45 pm Monday to Friday (5.15p.m Friday)

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

Appendix 4: Customer Charter

The Office of Public Works - 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 and 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 hours²;
- 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 fulfill 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.

² Normal working hours: 9am – 1pm & 2.15pm – 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.

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

Complaints³

- 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, LoCall⁴: 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 No. : 046 942 6000
0761 10 6000

LoCall⁴: 1890 213 414
Main Fax No.: 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.

³ “Complaint” is deemed not to include any legal or other claims for which a separate procedure already

exists or is set out in law.
⁴ Be advised that charges from mobile phones to

LoCall or 0761 numbers may vary.

Appendix 5: OPW Complaints/Appeals Procedure

How to make a Complaint

1. If you wish to make a complaint about the service provided to you, you should, in the first instance, make contact with the Customer Service Officer (CSO) for the particular Business area you are dealing with. Contact details for OPW CSOs are as follows:

Section	Customer Service Officer	Email	Telephone
Estate Portfolio Management			
Project Management Services	Gerard Kennedy	gerard.kennedy@opw.ie	(046) 942 6515/ 076 110 6515
Property Management Services:	Cathleen Morrison	cathleen.morrison@opw.ie	(01) 647 6123/ 076 110 6123
Property Maintenance Services:	Sheila O'Brien	sheila.obrien@opw.ie	(046) 942 6767/ 076 110 6767
Heritage Services:	Mary Heffernan	mary.heffernan@opw.ie	(01) 645 8894/ 076 110 3200
Architectural Services:	Sean Moylan	sean.moylan@opw.ie	(01) 647 6322/ 076 110 6322
Civil & Structural Engineering Services	Ian Wolfe	ian.wolfe@opw.ie	(01) 647-6748 / 076 110 6748
Flooding			
Engineering Services:	Jackie Stewart	jackie.stewart@opw.ie	(046) 942 6562 / 0761 10 6042
Corporate Services			
Human Resource Management Established:	Úna Ní Fhaircheallaigh	una.nifhaircheallaigh@opw.ie	(046) 942 6661 / 076 110 6661
Human Resource Management Operational:	Peter Duffy	peter.duffy@opw.ie	(046) 942 6850 / 076 110 6850
Finance/IT:	Willie Byrne	willie.byrne@opw.ie	(056) 777 2692 / 076 110 2692

If your complaint is in relation to service delivery at Heritage sites, it 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 Service Officer responsible for that area.

It will be a function of the Customer Service Officer to deal with the complaint and to present solutions for the resolution to any problems that arise between the service provider (OPW) and the Customer.

2. If a complaint still exists following step 1, the matter should be referred to the relevant Senior Manager outlined in the OPW Senior Management Chart at **Appendix 7** in the OPW Customer Action Plan.

How to make an Appeal

In the event that the complaint cannot be adequately dealt with following the complaints procedures set out above, complainants have recourse to the Ombudsman appeals procedure.

The Ombudsman has statutory authority to examine a complaint in relation to a decision of a public body where a complainant has taken reasonable steps to seek redress from the public body and has failed to obtain it. The Ombudsman contact details are as follows:

The Ombudsman,
18 Lower Leeson Street,
Dublin 2,
D02 HE97.

tel: (01) 639 5600

(LoCall: 1890 22 30 30)

fax: (01) 639 5674

email: ombudsman@ombudsman.gov.ie

web: www.ombudsman.gov.ie

Appendix 6: Quality Customer Service Network

Name/Address	Email Address	Telephone
Project Management Services Gerard Kennedy, Assistant Principal OPW Head Office, Jonathan Swift Street Trim, Co. Meath, C15 NX36	gerard.kennedy@opw.ie	046 942 6515 0761 10 6515
Property Management Services Ronan McKeever, Assistant Principal OPW, 52 St. Stephen's Green Dublin 2, D02 DR67	ronan.mckeever@opw.ie	01 647 6214 0761 10 6214
Property Maintenance Services Barry Moyles, Assistant Principal OPW Head Office, Jonathan Swift Street Trim, Co. Meath, C15 NX36.	barry.moyles@opw.ie	046 942 6109 0761 10 6109
Architectural Services Sean Moylan, Senior Architect OPW, 52 St. Stephen's Green Dublin 2, D02 DR67	sean.moylan@opw.ie	01 6476322 0761 10 6322
Engineering Services Nicola Haran, Assistant Principal OPW Head Office, Jonathan Swift Street Trim, Co. Meath, C15 NX36.	nicola.haran@opw.ie	046 942 6277 0761 10 6277
Heritage Services Mary Heffernan, Assistant Principal National Historic Properties, OPW, Dublin Castle, Dublin 2, D02 V240	mary.heffernan@opw.ie	01 645 8894 0761 10 3200
Human Resource Management Margaret Taheny-Moore, Assistant Principal OPW Head Office, Jonathan Swift Street Trim, Co. Meath, C15 NX36	margaret.tahenymoore@opw.ie	046 942 6661 0761 10 6661
Finance/IT Kevin Kelly, Higher Executive Officer Management Information Framework OPW Head Office, Jonathan Swift Street Trim, Co. Meath, C15 NX36	kevin.kelly@opw.ie	046 942 6586 0761 10 6586
Official OPW Representatives on the Interdepartmental QCS Working Group Marcella Mitchell Administrative Officer, Policy Unit OPW Head Office, Jonathan Swift Street Trim, Co. Meath, C15 NX36	marcella.mitchell@opw.ie	046 942 6355 0761 10 6355

Appendix 7:
OPW Senior Management Team

Chairman
Maurice Buckley

Director of Client Services and Communications
Vincent Campbell

Head of Planning and Estate Management
Martin Bourke

Director of Architectural Services
Ciarán O'Connor

Commissioner
John McMahon

Commissioner
John Sydenham

Director of Flood Risk Management
John Curtin

Director of Corporate Services
Eilís O'Connell

Client Services and Communcaitons Office

Minister of State's Office

Property Management
Ken Moore, PO
Vacancy, PO

Planning Unit
Pat Fitzsimons, PO

Quantity Surveying Services
Aidan Quinn, PQS

ESTATE PORTFOLIO MANAGEMENT

State Architect
Vacancy, APA

Major Projects
Edel Collins, APA

Engineering Services Civil & Structural
Kieran Walsh, ACE

ESTATE PORTFOLIO MANAGEMENT

Property Maintenance (incl. Health & Safety, Fire & Security, and Furniture Services)
Catherine Kellaghan, PO

The OPW Heritage Service
Frank Shalvey, PO
Rosemary Collier, PO

Mechanical & Electrical
Jim O'Sullivan, ACE

Conservation and Project Management of Cultural Institutions and National Historic Properties, Capital Projects

John Cahill, APA

Intermediate Projects
Terri Sweeney, APA
George Moir, PO

FLOOD RISK MANAGEMENT

Flood Risk Management - Data Services
Tom Bolger, ACE

Project Management/ Arterial Drainage Maintenance Support Services/ Flood Policy
Liam Basquille, PO

Arterial Drainage Maintenance- East /West/Environment South-East/South West/ Mechanical Field Services
Vacancy ACE
John G. Murphy, ACE

Flood Relief & Risk Management Services
Mark Adamson, ACE

Flood Policy Management - Flood Policy
Brian Brogan, PO

CORPORATE SERVICES

Human Resource Management
Catherine Eddery, PO

Finance & Accounts Freedom of Information Legal Services
Mick Long, PO

ICT
Liam Stewart, PO

Estate Management System
Colm Purcell, PO

Customer Action Plan 2017 – 2019

KEY



- Commissioners of Public Works



- Management Board

SENIOR MANAGEMENT GRADES

ACE - Assistant Chief Engineer
APA - Assistant Principal Architect
PO - Principal Officer
PQS - Principal Quantity Surveyor