

## Customer Care Charter

The objective of the Board is to embed the process of customer service within the strategic goals of the organisation, and into the business and planning processes. All the necessary structures and procedures to allow for meaningful assessment of progress will also be put into place. The Board intends to develop awareness of the importance of customer service, of the need to continually review and re-assess the nature and format of services provided and of the new challenges of equality and diversity facing us.

The main aim of the Limerick City Enterprise Board is to provide a clean and accessible public office that ensures privacy, complies with occupational and safety standards and, as part of this, facilitates access for people with disabilities and with specific needs.

Over The Life Of This Plan We Will:

- Conduct research to identify groups who cannot, or find it difficult to access our services.
- Raise equality and diversity awareness levels in the organisation through training, information and communication.
- Report progress in our annual report

### Information

Good quality and timely information has been highlighted as one of the most consistently important areas for most customers. The Enterprise Board has taken a proactive approach in providing information that is clear, timely and accurate and that it is available at all points of contact, and meets the requirements of people with specific needs. We also ensure that the potential offered by Information Technology is fully availed of and that the information available on public services web sites follows the guidelines on web publication. We continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

### Standards Of Service

#### *Service By Telephone - We Will*

Answer phones promptly and ensure that staffs identify themselves in all telephone communications

Supply you with up-to-date, accurate and comprehensive information in a courteous manner and ensure that it is easily understood by using simple, clear language

Inform you if we need to transfer your call to a colleague, give you that persons name and number and ensure that your call is properly transferred

Take details and call you back if we cannot answer your query immediately

Require staff to update their voicemail greetings if absent from the office

Respond to all voice mail messages promptly and as a general rule aim to respond by the following day at the latest

Ensure that specific training and refresher training in telephone techniques is introduced for all front line staff

#### *Correspondence - We Will*

- Use clear and simple language
- Ensure that all written correspondence carries a contact name and telephone number and, where applicable, a reference, to ensure ease of transaction
- Aim to provide a reply to written correspondence within one week

#### *Forms and Letters - We Will*

- Use and will continue to use simple and clear language
- Explain what is precisely required
- Ask only necessary questions

#### *Visitors To Our Office - We Will*

- Provide clean, accessible public offices, which ensure privacy, comply with occupational and safety standards and facilitate access for those with disabilities and specific needs
- Ensure that reception areas are properly staffed during opening hours
- Treat all visitors in a polite and courteous manner

#### *Timeliness and Courtesy*

We at the Enterprise Board want to ensure that we deliver quality services with courtesy, sensitivity and the minimum delay fostering a climate of mutual respect between provider and customer. Also we ensure that contact names are used in all communications to ensure ease of ongoing transactions. We will at all times treat our customers with courtesy, respect and privacy and make every attempt to accommodate any specific needs. Likewise we expect the same courtesy to be extended to our staff.

#### *Consultation and Evaluation*

The Board will provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of service and ensure meaningful evaluation of service delivery. Extensive consultation mechanisms currently in place will be further developed over the next couple of years.

The Board will

- Identify its customers
- Be responsible for maintaining regular contact and consultation with their clients and representative bodies

- Identify areas where more, or better, consultation is needed

### *Customer Feedback*

We welcome suggestions, compliments and complaints, which will be recorded.

### **Privacy and Confidentiality**

It is the policy of the Board to have all information, both personal and business provided by clients dealt with in total confidence and in a manner that respects client dignity.

### **Complaints and Redress**

Maintaining a well publicised, accessible, transparent and simple to use system of dealing with complaints about the quality of service provided is one of the main aims of the Enterprise Board. The Board clearly distinguishes between, complaints-, which relate to the quality of the services provided and appeals, which relate to dissatisfaction concerning a particular decision made by an officer of the Board.

It is to be expected that any legitimate complaint regarding the improper administration of the functions entrusted to this Board or the manner in which an enquiry was processed will be dealt with speedily and sympathetically. Systems are in place within the Board to ensure that all legitimate complaints are dealt with fairly and speedily.

### *Complaints Procedure*

- Simple instructions will be set down for making a complaint
- Complaints will be dealt with promptly, efficiently and in a considerate manner
- The procedure will be kept as simple as possible. Each stage in the process will be clearly identified
- Where possible attempts to resolve the difficulties will be made at the first line of contact

Where the complaint remains unresolved the customer will have access to the Department of Enterprise Trade and Employment Designated Customer Services Officer who will have the authority to investigate the complaint.

In the event of errors being made will endeavour to correct them as quickly as possible and to give an explanation where possible with the apology