

Customer Service Action Plan

Department of Transport, Tourism
and Sport

Introduction to our Customer Service Action Plan

This Customer Service Action Plan 2017-2019 sets out the steps we will take up to the end of 2019 to deliver on the commitments set out in our Customer Service Charter. The Charter is available on our website at www.dttas.ie and on page 21 of the document.

The service standards and indicators in this Customer Service Action Plan are set out in accordance with the 12 Guiding Principles of Quality Customer Service agreed in 2000. Further information on these 12 Principles can be found on the Department of Public Expenditure and Reform [website](#).¹

Implementation of this Action Plan is one of the key strategies we will pursue to support the achievement of the objectives in our Statement of Strategy 2016-2019.

Consultation

We used a public consultation process and an online survey to inform the development of our Customer Service Charter and this Action Plan. The feedback was invaluable. Further information on this consultation can be found on page 43.

We intend to continue consulting with our customers, both to measure our progress and to investigate areas where we can improve.

¹ <http://www.per.gov.ie/en/qcs-initiative/>

Introduction from Secretary General

I am very pleased to present our new Customer Service Action Plan. This Action Plan establishes the high standards of service you, our customers, can expect from us. We are committed to being an organisation that provides the highest levels of customer service to the citizens and customers who engage with us.

Customer service is an important aspect of the Public Service Reform Plan. A key objective of this Plan is “To improve the quality of interaction between the citizen/business customer and the Public Service”. To meet this objective we will continue to help people in the most efficient way possible, we will listen to feedback through, for example our customer surveys and implement changes as necessary. Over the period of this Action Plan we will work on achieving the customer service standards as set out in our Customer Charter.

To further improve customer service, during 2017, we will be carrying out an audit of our website. Our key website editors will also receive training in Plain Language best practice. The recently published Plain English Guide for the Public Service will be invaluable to us as we work together towards making our website more user friendly and accessible to all our current and potential customers. Indeed, in the production of our Customer Service Charter we worked with the National Adult Literacy Agency to ensure our Charter meets Plain Language standards.

Over the period of this Action Plan we will continue to work towards the principles of the Public Sector Duty. These principles require us to work towards the elimination of discrimination and the promotion of equality. Customer service has a key role to play in this regard.

I believe all of these actions will result in much more accessible, efficient, timely and transparent service provision. We welcome your feedback. It helps us to ensure we meet our standards and continuously improve our customer service delivery.

Graham Doyle

Secretary General

Our Organisation

Our Mission, our functions and our values

As a central Government Department, serving the Government and the people of Ireland, our mission is to shape the safe and sustainable development of transport, tourism, and sport, to support economic growth and social progress.

We have 5 High Level Goals across the different areas of our Departments. Our 5 High Level Goals can be seen in the table below.

Area of the Department	High Level Goal
Land Transport	To best serve the needs of society and the economy through safe, sustainable and competitive transport networks and services
Aviation	To maximise air transport connectivity with a safe, competitive, cost-effective and sustainable aviation sector
Maritime	To facilitate safe and sustainable maritime transport and the delivery of emergency management services.
Tourism	To support the tourism industry to grow in a sustainable way.
Sport	To contribute to a healthier and more active society by promoting sports participation and by supporting high performance and the provision of sport facilities.

Our corporate support services are key to the successful delivery of our mission and high level goals. They undertake a number of different roles, such as customer service, compliance oversight and internal service provision, for example Human Resources.

Our Values

At all times we seek to instil, develop and maintain values and behaviours that maximise our capacity to deliver our objectives. In addition to a duty to be professional, responsive, open and accountable, we are firmly committed to continual reform, innovation and improvement.

In an environment of change, competing demands and obligations, our values underpin our work and are demonstrated in all outputs. Our 6 core values are

1. Independence
2. Integrity
3. Impartiality
4. Equality
5. Fairness
6. Respect

Our work is based on and driven by the above values and an ethos which sees each of us

1. Support and implement a culture of accountability, efficiency and value for money; and
2. Commit ourselves every day to the highest standards of professionalism, leadership and rigour.

12 Principles of Quality Customer Service

Twelve quality customer service principles set out in broad terms the level of commitment to customer service that we are aspiring to. The 12 Principles are as follows:

1. Quality Service Standards
2. Equality/Diversity
3. Physical Access
4. Information
5. Timeliness and Courtesy
6. Complaints
7. Appeals
8. Consultation and Evaluation
9. Choice
10. Official Languages Equality
11. Better Co-ordination
12. Internal Customer

Feedback, while not one of the 12 Principles is a key element of our approach to customer service. Therefore, we welcome your comments, suggestions and views on any aspect of our service because we believe this will help us to serve you better. Our Customer Feedback Form is available on our website, <http://www.dttas.ie>². You can use this form to give your comments, compliments and complaints.

The key actions we will undertake to progress the implementation of these principles are outlined below.

² <http://www.dttas.ie/contact>

Implementing our Action Plan

1. Quality Service Standards

In order to address this principle we will publish a statement which outlines the nature and quality of service which citizens and customers can expect and display it prominently at the point of service delivery.

In order to address this principle we will implement the following service standards

Service standard	Indicator
Display Customer Charter posters/infographic in all our main offices to advise customers of the standards they can expect from us.	Customer Charter is prominently displayed in all offices.
Make the Customer Charter and Customer Action Plan available in all our main offices as well as to any customer who wishes to have a copy.	Copies of Customer Charter and Customer Action Plan available to all customers on our website and hardcopy upon request.
Publish the Customer Charter and Customer Action Plan on our website.	Customer Charter and Customer Action Plan available on our website.
Report on Customer Service progress each year.	Customer service information included in our Annual Report.
Promote awareness of the 12 principles of Quality Customer Service (QCS).	QCS information available on the Hub (the Department's intranet) including relevant publications and presentations. 1 page poster/infographic on QCS given at induction.

2. Equality and diversity

Ensure the rights to equal treatment established by equality legislation and accommodate diversity. We will do so to contribute to equality for the groups covered by the equality legislation. We will 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.

In order to address this principle we will implement the following service standards

Service standard	Indicator
Raise awareness of equality/diversity issues in the Department through information distribution and educational talks.	Awareness raising initiatives, for example, staff information sessions in 2017. Information available on the Hub.
Implement the principles of the Code of Practice for the Employment of People with a Disability in the Irish Civil Service and monitor compliance with the employment targets under part 5 of the Disability Act 2005.	Maintain and enhance existing compliance with the Government's target of 3% complement for staff with a disability.
Implement the principles of the Code of Practice for the Employment of People with a Disability in the Irish Civil Service and monitor compliance with the employment targets under part 5 of the Disability Act 2005.	The principles are implemented across the Department as we also continue to work towards achieving employment targets.

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.

In order to address this principle we will implement the following service standards

Service standard	Indicator
Maintain existing accommodation to a standard acceptable to those who use it, taking account of the views of both customers and staff.	Feedback from staff and customers to show that accommodation meets accessibility standards.
Ensure, as far as practical, that our offices are accessible for all including those with disabilities.	All offices are accessible.
Through Fire Safety/Local Safety Committee meetings ensure that the provision and monitoring of safe access/egress is maintained to "best practice standards".	Safe access/egress maintained.
Train appropriate staff in the use of evacuation chairs in case of emergency evacuation.	Sufficient number of staff are trained.
Ensure up-to-date health and safety statements are in place in respect of all of the Department's offices, that adequate safety procedures are in place in case of emergencies and that these are publicised.	Health and Safety Statements in place and implemented and publicised via the Hub and in public areas of the department's offices.

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 our websites follows the guidelines

on web publication. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

In order to address this principle we will implement the following service standards

Service standard	Indicator
Further develop the Department's websites so that they offer our customers the information they want in a quick and user friendly way which is accessible through design and language.	Websites refresh carried out both in design and language (ensuring Plain Guidelines best practice is followed).
Ensure publications issued by the Department are as simple and easy to understand as possible.	Plain language best practice used in all publications. Training carried out in this area. Plain Language Guide issued by D/PER in 2016 is made available on the Hub.
Translate as much material as possible into Irish.	Key materials available in Irish.
Carry out a full review of all the application forms which the Department produces with the aim of ensuring that our forms are user friendly, use clear and plain language, are well laid out and only ask relevant questions.	Clear and precise application forms developed by divisions and used in hardcopy and on our website.

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 on-going transactions

In order to address this principle we will implement the following service standards

Service standard	Indicator
Aim to consistently meet the commitments set out in our Customer Service Charter.	Feedback received via online feedback form and surveys measured against commitments.
Review our performance.	Feedback form available on our website. Customer surveys carried out.
Meet all statutory requirements in relation to answering Freedom of Information (FOI) and Access to Information on the Environment (AIE) requests.	Statutory requirements are met.

6. Complaints

Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided. Please see page 16 for more information in relation to our code for dealing with complaints.

In order to address this principle we will implement the following service standards

Service standard	Indicator
Deal with complaints in line with the procedures set out in the Customer Charter.	All complaints addressed in line with our customer complaints policy.
Use the information from customer comments and complaints to bring about improvements in our services.	On-going improvement in services where necessary.
Ensure all staff are aware of the Customer Complaints Procedure by publishing this action plan, charter and a guide for staff in handling complaints.	Guide to help staff manage customer complaints is available on the Hub.

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 order to address this principle we will implement the following service standards

Service standard	Indicator
Ensure customers are aware of the options available to them when they are dissatisfied with a decision made by the Department in relation to our services.	Information on appeals mechanisms is available and clearly explained on our website.

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.

In order to address this principle we will implement the following service standards

Service standard	Indicator
Continue to consult with customer representative groups on all significant Department policy initiatives.	Regular customer engagement as required at divisional level.
Continue to use our websites for public consultation.	Public consultation information and documentation posted on our website. As appropriate, outcomes from our public consultations to be published on our website.
Carry out a comprehensive Customer Satisfaction Survey once every two years	Surveys are carried out, results analysed and issues arising from the surveys addressed.

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.

In order to address this principle we will implement the following service standards

Service standard	Indicator
Operate a voicemail service outside of normal office hours	Voicemail service in use
Advise customers of our LoCall numbers which will allow them to telephone our offices from anywhere in the country for the price of a local call	LoCall numbers are easily available on our website and in our public offices
Ensure our publications are available, upon request, in a format appropriate to the customer, for example Braille	The number and types of requests for information in other formats
Further enhance the quality of the Department's websites and broaden their content to give customers more choice in how to engage with us.	Feedback used as source of possible ways to improve the website. Audit of website carried out in 2017.

10. Official Languages

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.

In order to address this principle we will implement the following service standards

Service standard	Indicator
Publish documents in Irish as required by the Official Languages Act 2003.	Key documents published in Irish.
Place as much Irish language material as	Website regularly updated.

possible on our website www.dttas.ie .	
Encourage and support staff to attend Irish language training courses and events as part of their development programme.	Promotion of Irish language training by Staff Development Unit and include Irish language awareness in induction.
Implement the Department's Scheme under the Official Languages Act 2003.	Scheme implemented. Commitments in the Scheme monitored and reported to Senior Management.

11. Better Co-ordination

Foster a more coordinated and integrated approach to delivery of public services.

In order to address this principle we will implement the following service standards

Service standard	Indicator
Participate in inter Departmental and cross Governmental fora, such as the Quality Customer Service (QCS) Network.	Continued participation throughout 2017 in interdepartmental and inter-divisional networks. Relevant information for example from QCS shared across the department.
Effectively engage and communicate with bodies under the aegis of the Department to ensure development and as appropriate implementation of policies.	Effective communication and policy implementation.
Engage with other Departments through structures such as inter departmental groups to address matters of concern to a number of departments.	Policy development and implementation is co-ordinated across all the departments which have input

12. Internal Customers

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

In order to address this principle we will implement the following service standards

Service standard	Indicator
Survey our staff once every two years to see how well we are meeting internal customer needs.	Survey carried out regularly and finding published on the Hub.
Develop an internal Customer Charter.	Internal Customer Charter brought to the attention of all staff.
Ensure that Customer Service training and Induction Courses include a module on serving the internal customer.	Training module developed and provided.
Continue to support the Partnership process.	Partnership process in place, including subgroups as required.
Continue to develop the Department's internal communications functions including on-going development of the Hub.	Hub further developed to ensure information is comprehensive, relevant and informative.

In addition to the 12 principles, we are also committed to the management of the collection, processing, storage, use and disclosure of certain information relating to individuals, as required under the Data Protection Acts 1988 and 2003 and will be reviewed in light of our requirements under the General Data Protection Regulation.

Code for dealing with complaints

We are fully committed to delivering the highest quality of service and equality of treatment to all our customers. However, if you are unhappy with the quality of service you have received from the Department, or the manner in which our service was delivered to you, you have the right to complain to us. This document outlines the process for making a complaint.

What is a complaint?

We define a complaint as an expression of dissatisfaction concerning the provision of a service or services by the Department, as laid out under the commitments in our Customer Charter.

What is not covered by this Complaints Procedure?

This complaints procedure does not cover the following:

- Complaints related to agencies under the remit of the Department. Contact details for all agencies under the remit of the Department can be found on our [website](#)³;
- Complaints relating to another Department, Minister or agency under the remit of another Department;
- Appeals against decisions taken in the operation of the Sports Capital Programme or Local Authority Swimming Pool Programme;
- Complaints referring to Section 38 of the Disability Act. Information on this Act can be found on our [website](#)⁴;
- Matters which are the subject of litigation;
- Matters referred to the Ombudsman; and
- [Freedom of Information \(FOI\)](#)⁵ or [Access to Information on the Environment \(AIE\)](#)⁶ requests or appeals.

³ http://www.dttas.ie/agencies?field_sector_tid=All

⁴ <http://www.dttas.ie/corporate/english/access-officer>

⁵ <http://www.dttas.ie/corporate/english/freedom-information-foi-and-foi-publication-scheme>

⁶ <http://www.dttas.ie/corporate/english/access-information-environment-aie>

Your role and responsibilities:

We will treat all complaints thoroughly, fairly and with courtesy. In return, we ask that you treat our staff with respect and politeness. In the majority of cases our complainants behave in a reasonable manner, however we will not tolerate abusive, offensive or threatening behaviour, or that which, due to the frequency of contact, accounts for a disproportionate amount of time and resources. We have a right to end telephone calls if the caller is considered aggressive, abusive, offensive, excessively argumentative or confrontational. The staff member taking the call will inform the caller that his/her behaviour is unacceptable and that the call will be terminated if the behaviour continues.

Our role and responsibilities:

Our first step is to check that the complaint falls within the remit of our Complaints Policy. If this is not the case and the complaint is excluded from our policy, we will notify you as soon as possible. (Issues which are excluded are detailed above in the section '*What is not covered by this Complaints Procedure*' above). We have developed 5 principles which we follow when we handle and resolve complaints.

1	Access and assistance	You can access our complaints handling process through our website and by contacting our staff. If there is anything that may affect your ability to make a complaint to us, please let our Access Officer know and we will do all we can to help you. Contact details are in Key Contacts below.
2.	Fair and reasonable treatment	Anyone making a complaint will be treated promptly, with courtesy, consideration and respect. We will maintain impartiality, confidentiality and transparency when we manage complaints. We will keep records of your complaint separate from other records and will ensure that no complaint you make in good faith will be used to your disadvantage in the future.

3.	Efficiency and Responsiveness	We will acknowledge receipt of your complaint within 5 working days. We will investigate the complaint and reply to you within 20 working days. Where this is not possible, we will send you an interim reply explaining the position and advising when a complete response will be sent to you.
4.	Accountability and reporting	All staff in the Department are aware of the service standards and procedures set out in this policy and the Department's Customer Service Charter.
5.	Improvement	If we receive a complaint we will use the feedback we receive to review our processes and procedures. We endeavour to learn from mistakes to ensure that errors are not repeated

How to make a complaint:

You can make a complaint in person, by telephone, in writing or by email. For clarity, it is helpful to get complaints in writing or by email. Our complaints handling process has 3 distinct levels:

Level 1:

Your complaint should be directed initially to the staff member of the Division you have been dealing with. If you prefer, you may also direct your complaint to a manager within that Division. Our staff there will try to deal with the problem without delay. Contact details for each Division within the Department can be found on the [Contact Us⁷](#) section on our website.

You should provide enough information to help us understand the circumstances of your complaint. It will assist us in dealing promptly with your complaint if you give us the following information:

- Your name and address;

⁷ http://www.dttas.ie/contacts-search?field_sector_tid=All

- A daytime telephone number, if you would be happy for us to contact you by phone – this may help resolve the matter more quickly;
- The name of the official(s) with whom you were dealing;
- The date(s) on which your dealings with us occurred; and
- Details of exactly what you are dissatisfied with (including any relevant reference numbers).

Level 2:

If you are unhappy with the response to your complaint, you can pursue the matter with the Customer Services Manager:

Ms. Aoife McQuillan

Policy and Governance Coordination Division

Department of Transport, Tourism and Sport

Leeson Lane,

Dublin 2 D02 TR60

All complaints received by the Customer Services Manager will be acknowledged within 3 working days. In general we will deal with complaints to the Customer Services Manager within 15 working days. It may, however, take longer to deal with more complex cases. In that event, we will contact you, explain why and indicate by what date we will finalise our consideration of the complaint. If referring a complaint to the Customer Service Manager would lead to a conflict of interest, the matter will be referred to the Head of Unit who will appoint another person to address the complaint.

The Customer Services Manager will, firstly, arrange for an officer of the Department other than those originally involved to examine your complaint carefully. The

Customer Services Manager will examine this report to decide on the appropriate response to your complaint, consulting as necessary.

If your complaint is upheld, we will rectify the mistake, if possible, and give you a full explanation and apology.

Level 3:

If you are unhappy with the response provided by our Customer Services Manager, you have the right of appeal to the Office of the Ombudsman. The Ombudsman is completely independent of the Government, and the service is free.

Address Details:

Office of the Ombudsman,

18 Lower Leeson Street,

Dublin 2 D02 HE97

Telephone: 01-639 5600

LoCall 1890 223 030

Fax: +353 1 6395674

Email: ombudsman@ombudsman.irlgov.ie

Website: <http://www.ombudsman.gov.ie/en/>

Customer Service Charter 2017-2019

About the Department

We are a central government department, serving the Government and the people of Ireland. Our mission is to shape the safe and sustainable development of:

- transport;
- tourism; and
- sport.

We do this to support economic growth and social progress.

Providing a good quality service

We are fully committed to treating all our customers equally and to delivering the highest quality of service. We will do this in line with the 12 Principles of Quality Customer Service (QCS), which you can find at <http://www.per.gov.ie/en/qcs-initiative/>. The 12 Guiding Principles for QCS form the basis for the QCS Initiative.

In this Charter, we describe:

- what to expect when you contact us;
- what you can do to help us improve our service;
- how we will monitor how we are doing; and
- where you can get more information.

What to expect when you contact us

We will be polite, friendly and fair in our dealings with you. No matter how you contact us, we will deal with your query promptly, efficiently and to the best of our ability.

On the phone

If you contact us by phone, we aim to:

- answer all calls within 20 seconds;
- give you our name when we answer your call; and
- help you as much as we can and give you all the relevant information we have.

We also aim to try to answer your query immediately. If we cannot answer your query immediately, we aim to take your details and tell you when you can expect to hear from us again.

We also aim to make it easy for you to contact us by providing a range of contact options.

If you write to us

If you write to us, we aim to give a full reply **within 15 working days** (from the day we receive your letter). If we cannot do this, we will write to explain the reason why and tell you when you can expect a full reply.

We will write to you in clear and simple language and if we must use technical terms, we will explain them.

We will also make sure all our written replies include a:

- contact name;
- email address; and
- phone number.

If you email us

If you contact us by email, we aim to acknowledge your email within two working days. We will give you the contact details of the division or staff member that is dealing with your query.

We aim to give you a full reply **within 10 working days**. If we cannot do this, we will email you to explain why and tell you when you can expect a full reply.

We aim to reply to you in clear and simple language and if we must use technical terms, we will explain them.

We also aim to make sure all our email replies include a:

- contact name;
- email address; and
- phone number.

If you visit us

If you visit us in person, we promise to:

- respect your privacy;
- be polite and fair in our dealings with you;
- keep our public offices safe and clean and make sure they meet health and safety standards;
- make sure our offices are accessible for customers, including customers with disabilities;
- arrange meetings for a reasonable time that suits you; and
- meet you on time.

Arrange meetings in advance

If you need to meet us, please arrange the meeting with staff in our offices before you come to visit us. We need you to do this to:

- make sure the relevant person is available to meet you; and
- avoid any unnecessary inconvenience you may experience if they are unavailable.

To arrange a meeting, please contact the office you wish to visit before you arrive.

The main contact details of our offices are listed below.

We offer easy access to our services

We are committed to providing easy access to our services by:

- making sure that we use simple, clear language;
- offering a range of different ways to contact us; and
- supplying you with full, up-to-date and accurate information in the format you request, wherever possible.

If you have any difficulty contacting us, please contact our Access Officer at accessofficer@dtas.ie.

Service through Irish

We will do our best to accommodate you if you want to deal with us through Irish. At a minimum:

- if you write to us in Irish, we will answer in Irish;
- if you wish to speak to an Irish-speaking member of staff we will put you in contact with one;
- we will publish our most important corporate documents, such as our Annual Report and Customer Service Action Plan, in both Irish and English; and
- we will put as much Irish language material as possible on our website, www.dttas.ie

We plan to meet our commitments under the Official Languages Act 2003. This Act sets out the duties of public bodies regarding the services they provide in Irish and your rights as a member of the public to avail of these services.

How we work with our suppliers

We will:

- operate clear, impartial and transparent tendering and purchasing procedures in line with Public Procurement Guidelines – these are guidelines that set out steps we must follow when buying goods and services;
- continue our commitment to the buying ('procurement') of accessible goods and services under the Disability Act 2005; and
- make sure that payments to suppliers are made in line with relevant Prompt Payment legislation and regulations. The Prompt Payment legislation makes sure that all public bodies pay their suppliers on time.

Tell us how we are doing

We welcome your comments, suggestions and views on any aspect of our service. We believe this will help us to serve you better. You can help us provide the best

possible service to you, by telling us how well you think we are performing compared to your expectations.

It is important for us to know what works well. If you tell us when you have received excellent customer service, it will help us to recognise the efforts of our staff and identify best practices that can be used across our organisation.

Help us to help you

You are our customer and it is our responsibility to provide you with the best service we can. You can help us to do this by:

- making comments, complaints or suggestions about the service you receive;
- completing and returning any customer survey questionnaire that we send you;
- giving us all the information we need to help you; and
- treating our staff the way you would like to be treated yourself.

In addition to your feedback, we plan to carry out customer surveys every year. We will publish the findings of these surveys on our website, www.dttas.ie.

What to do if you are not happy with our service

We aim to deliver the best possible service to all customers. However, if you are unhappy with our service, tell us – you have the right to complain. Our Code for Dealing with Complaints tells you how you can make a complaint to us. This Code is in our Customer Service Action Plan, which is available on our website, www.dttas.ie.

We promise that your complaint will not affect how we might treat you in any future dealings with us.

Where to get information

You can get this Charter on our website, www.dttas.ie. It is available in both Irish and English.

To contact us, you can write, phone, email or call to our offices. Contact information can be found on our website. There is also a full list of contact details included in our Customer Service Action Plan. Our contact details follow.

Contact details

Head office		
Postal address	Department of Transport, Tourism and Sport Leeson Lane Dublin 2 D02TR60	
Website:	www.dttas.ie	
Email:	info@dtas.ie	
Phone	01-670 7444	or LoCall 0761 001601
Please note that the rates you will be charged for using the 0761 number may vary among different phone service providers and will be considerably more if you use a mobile phone.		
Opening hours:	Monday to Thursday	9.15am to 5.30pm
	Friday	9.15am to 5.15pm

Motor Tax, Vehicle Registration Certificates and Change of Vehicle Ownership

Postal address: Driver and Vehicle Computer Services Division
Shannon Town Centre
Shannon
Co Clare
V14P298

Website: www.motortax.ie

Email: Motortax@dtas.ie

Fax: 061-365 053

Phone: 0818-411 412 or +353 818-411412 (outside Ireland)

Please note that the rates you will be charged for using the 0818 number may vary among different phone service providers and will be considerably more if you use a mobile phone.

Opening hours: Monday to Thursday 9.15am to 12.30pm, 2.15pm to 4.00pm
Friday 9.15am to 12.30pm, 2.15pm to 4.00pm

Road Transport Operator Licensing Unit

Postal Address: Department of Transport, Tourism and Sport
Clonfert House
Bride Street
Loughrea
Co Galway
H62ET93

Website: www.rtol.ie

Email: rtol@dtas.ie

Phone: LoCall 0761 001601 or +353 1 6707444 (outside Ireland)

Please note that the rates you will be charged for using the 0761 number may vary among different phone service providers and will be considerably more if you use a mobile phone.

Opening hours: Monday to Thursday 9.15am to 5.30pm
Friday 9.15am to 5.15pm

Coast Guard

Postal address: Department of Transport, Tourism and Sport
Leeson Lane
Dublin
D02 TR60

Email: IRCGDIVISION@dtas.ie

Phone: 01-678 3454

In an emergency, phone 112 or 999 and ask for the coast guard.

Access Officer

Postal address: Department of Transport
Tourism and Sport
Leeson Lane
Dublin 2
D02TR60

Email: accessofficer@dtas.ie

Phone: 01-604 1013

Freedom of Information Officer

Postal address: Department of Transport
Tourism and Sport
Leeson Lane
Dublin 2
D02TR60

Email: foi@dtas.ie

Phone: 01-604 1261

Driver and Vehicle Computer Services Division Customer Service Charter

We are committed to providing a high quality of customer service to you. The purpose of this Customer Charter is to set out the standard of service our customers can expect to receive from this office.

Our Aim

We aim to provide our customers with a professional, efficient and courteous service, and to do our best to improve the standards of service which we provide.

Customer Commitment

- provide you with clear and accurate information;
- address your query promptly, efficiently and to the best of our ability;
- treat you with courtesy and respect;
- protect your information;
- consult with you to establish your needs when developing, delivering and reviewing our services; and
- provide redress when you have a complaint.

Telephone Enquiries

We will be available to answer your telephone calls from 9.15 am to 12.45pm and 2pm to 4pm Monday to Friday (excluding weekends and bank holidays). For telephone calls we commit to:

- answering your call as quickly as possible;
- identifying ourselves and our area of work;
- being polite and helpful;
- giving you clear and correct information;
- respecting your privacy and treating your enquiry or complaint in confidence; and
- making it easy for you to contact us, by, for example, providing a LoCall number.

If we cannot address your query immediately, we will take your contact details and let you know when you should expect a full response. If we have to transfer your call,

we will tell you who we are transferring you to and why.

Our phone service also includes a number of automated messages that address the most commonly asked queries to our office. This service is 24/7.

Correspondence (Written and Fax)

For written (and fax) correspondence, we commit to:

- sending you a full reply within 10 working days, or if this is not possible, send you an interim reply explaining why, and setting out when you can expect a full reply;
- providing information to you in clear and simple language, with any necessary technical terms only used where necessary;
- making sure that all our written replies include a contact name, and email address; and
- respecting your privacy and treating your enquiry or complaint in confidence.

If correspondence is for another Government Department or Body, we will pass it on directly to that office, and tell you where we have sent it.

Email

If you contact us by email, we commit to:

- acknowledging receipt of your email immediately;
- issuing instantaneous automated reply setting out answers to the most commonly asked questions taken from communication with our customers;
- providing information to you in clear and simple language, with any necessary technical terms only used where necessary;
- making sure that all replies include a contact name and email address; and
- respecting your privacy and treating your enquiry or complaint in confidence.

Where automated reply does not address your query, and you reply seeking a specific response, we will give you a full reply within 5 working days.

Where a full reply is not possible within 5 working days (e.g. where an enquiry requires considerable research), we will email you and let you know that your response may take longer than normal, and give you an approximate timeframe of when you can expect a full reply.

Personal Callers

Our office will be open from 9.15 am to 5pm Monday to Friday (excluding Bank Holidays).

If you visit us in person, we promise to:

- be fair and helpful in dealing with your enquiry as efficiently as possible;
- be polite and professional; and behave in a courteous manner;
- respect your privacy;
- keep our public offices safe and clean and comply with health and safety standards; and
- make sure our offices are accessible for our customers, including customers with disabilities.

Documents

We will produce all documents (such as forms and information leaflets) in as user-friendly a format as possible, and in both the English and Irish language.

Accessibility

We are committed to providing easy access to our services by:

- making sure that we use simple clear language;
- offering a range of options for contacting us; and
- supplying you with full, up-to-date and accurate information in the format you request, wherever possible.

Service in Irish

We will make every effort to accommodate you if you wish to conduct your business through the medium of Irish.

At a minimum:

- if you write to/phone/email this office in Irish, we will answer in Irish;
- all motor tax documents and information leaflets are printed and made available in Irish; and
- all our websites, including the online motor tax website, are available in Irish, for both processing of your transaction and retrieving relevant driver and vehicle information.

Our Website (www.motortax.ie)

We will make sure that our website:

- is updated regularly;
- contains clear and accurate information; and
- is easy to access and navigate.

Making a Complaint

If you are not satisfied with any aspect of our services or you believe the services you have received are not in accordance with this Charter, you have a right to make a complaint.

For all written complaints we receive, we will do the following:

- investigate them thoroughly;
- treat your complaint fairly and without bias;
- reply to them in writing within 15 working days;
- include a contact name, address and telephone number for any reply issued to you; and
- update our records immediately, where necessary, arising from a complaint.

Complaints should be addressed, in writing, to the Customer Service Manager. The fact that you have complained to us does not stop you from also complaining through the Ombudsman (see contact details below). However the Ombudsman will normally expect you to have made a complaint to us first.

The Ombudsman is completely independent of the Government, and the service is free.

Address Details:

Office of the Ombudsman,

18 Lower Leeson Street,

Dublin 2 D02 HE97

Telephone: 01- 639 5600

LoCall 1890 223 030

Fax: +353 1 6395674

Email: ombudsman@ombudsman.irlgov.ie

Website: <http://www.ombudsman.gov.ie/en/>

We promise to co-operate with the Ombudsman or any other people or organisations that act for you. Our Customer Service Manager will be happy to give any information or help you may need.

Help us to help you

- treat our staff the way you would like to be treated yourself;
- give us all the information we need to help you;
- make comments, complaints or suggestions about the service you receive (positive and/or negative); and
- complete and return any customer survey questionnaire that we send or make available to you.

How to Contact Us

Driver & Vehicle Computer Services Division

Department of Transport, Tourism and Sport

Shannon,

Co. Clare

Locall: 0818 411 412

Fax: 061-363 480

Email: motortax@dtas.ie

Web: www.motortax.ie

Road Transport Operator Licensing Unit (RTOL) Customer Charter

This Charter sets out the standards of service you, as a customer, can expect to receive when you contact the Road Transport Operator Licensing Unit.

What to expect when you contact us

No matter how you contact us, we will deal with you promptly, efficiently and to the best of our ability. We will be courteous, friendly and attentive in our dealings with you and provide you with clear and accurate information.

If you contact us about matters that are not part of the services we provide, we will do our best to inform you of any different organisation we believe can help you with the information you require.

If you contact us by **telephone**

- we will identify our organisation when we answer;
- our aim is to answer at least 90% of calls within 15 seconds during business hours;
- if we need to transfer your call, we will tell you the name of the person you are being transferred to and ensure that he or she is briefed on the nature of your call;
- we will try to answer your query immediately. If, due to the nature of your query we cannot do this, we will respond within 5 working days, where possible;
- where it is not possible to issue a full reply within 5 working days, we will tell you and let you know when you should expect a full response to your enquiry; and
- we will respect your privacy and treat your enquiry or complaint in confidence.

If you contact us by **email**, we will

- acknowledge your email within 2 working days of receipt;

- respond to your enquiry fully within 5 working days, where possible. Where it is not possible to respond fully within 5 working days, e.g. where an enquiry requires considerable research or expertise, we will tell you and let you know when you should expect a full response to your enquiry;
- ensure all our email correspondence includes a contact name, telephone number and email address;
- ensure our emails to you are clear and technical terms are explained; and
- respect your privacy and treat your enquiry or complaint in confidence.

If you **visit us in person**, we will:

- behave in a polite, professional and courteous manner;
- use technical or legal terms only when necessary and explain the meaning of those terms clearly where possible;
- exercise flexibility in so far as possible to meet your needs;
- be timely and punctual in our dealings with you;
- respect your privacy and deal with you in confidence;
- make sure our offices are accessible for our customers, including customers with disabilities;
- review and improve signage of disabled facilities as necessary;
- provide appropriate facilities for meeting with you; and
- ensure our offices are clean and safe, and comply with health and safety standards.

If you have a disability, please inform our office of your intention to visit and we will provide the necessary assistance and information you require to access the building comfortably and safely.

If you **write** to us, we will

- acknowledge receipt of your letter within 5 working days;
- respond, in writing, to your enquiry within 10 working days. Where it is not possible to issue a full reply within 10 working days, we will tell you and let you know when you should expect a full response to your enquiry;
- include a contact name, address and telephone number in any correspondence with you;
- use technical or legal terms only when necessary and explain the meaning of those terms clearly;
- give you as much clear, accurate and helpful information as we can; and
- respect your privacy and treat your enquiry or complaint in confidence.

In relation to **information on our website** www.rtol.ie, we will

- keep information on the website as up to date as possible;
- ensure information on the website is clear and accurate, and where possible that technical or legal terms are explained;
- strive to make our website easy to access and navigate; and
- provide facilities for making an enquiry or complaint on our website.

Help Us to Help You

In order to help us to provide the best service we can, please:

- quote any relevant reference numbers when you telephone us, or in any written correspondence;
- ensure you include your name, address and a daytime telephone number or email address in your correspondence;

- be as clear as possible about your enquiry or complaint and give us as much detail as possible;
- make comments, complaints or suggestions about the services you receive from us;
- respond to any customer survey or questionnaire that we may ask you to take part in; and
- treat our staff with courtesy and respect.

Valuing your feedback

We welcome your opinion about our services. Let us know when you are happy with the service we have provided for you. Equally, if you are unhappy with our service or if you have suggestions to improve it, we would like to hear from you. Please send your feedback to rtol@dtas.ie.

How we will monitor how we are doing

To help us to provide the best possible service to you, we need to know how we are performing in relation to your expectations. To do this we plan to:

- consult with our customers in order to evaluate our services; and
- set real and achievable targets and monitor performance against the achievement of those targets.

We are committed to evaluating and improving our services. In reviewing our services we may contact you for your feedback. To help us to improve our services, we would appreciate if you would take the time to respond truthfully and fully to any customer survey or questionnaire that we, or our agents, may ask you to take part in, either written or by telephone.

What to do if you are not happy

If you are not satisfied with any aspect of our services, or you believe the service you have received falls short of what is outlined in this charter, you have a right to complain, preferably in writing. We will acknowledge all formal complaints within 10

working days and respond to you in writing. All complaints will be dealt with fairly and independently under our complaints investigation procedure. If we have made a mistake we will do our best to put things right.

Complaints should be addressed to the Head of Unit at the address below.

If you are dissatisfied with the outcome of the RTOL complaints investigation process, you may seek an external investigation of your complaint by contacting

Office of the Ombudsman,

18 Lower Leeson Street,

Dublin 2 D02 HE97

Phone: 01-639 5600

Lo-call: 1890 223 030

Fax: 01-639 5674

Email: ombudsman@ombudsman.gov.ie

Website: <http://www.ombudsman.gov.ie/en/>

Our Contact Details

Road Transport Operator Licensing Unit
Department of Transport, Tourism and Sport
Clonfert House
Bride Street
Loughrea
Co. Galway H62 ET93

Phone: 01-670 7444

Lo-call: LoCall 076 100 1601

Email: rtol@dtas.ie

Website: www.rtol.ie

Our public office is open Monday to Friday from 9.30 a.m. to 1 p.m. and 2 p.m. to 5 p.m.

Customers of the Department

Listed below are the broad categories of customers the Department serves.

General	You – the public
	Specific interest groups
	Students and school groups
	Consultants
Internal customer	Staff of the department
Transport sector	Airlines
	Airports
	Private Bus Operators
	Travel Agents/Tour Operators
	Services Industrial Professional and Technical Union (S.I.P T.U)
	F.A.I.R
	National Taxi Drivers Union/National Private Hire and Taxi Association
	Taxi Company Owners Association
	Garda Headquarters (HQ) (Traffic)
	Motor Insurers' Bureau of Ireland
Representative Bodies	Chartered Institute of Transport in Ireland (CITI)
	Irish Business and Employers' Confederation (IBEC)
	Irish Congress of Trade Unions (ICTU)
	Irish Small and Medium Enterprises Association (ISME)
	Irish Travel Agents Association (ITAA)
	Irish Insurance Federation
International Associations	EU Commission/other EU institutions
	European Conference of Ministers of Transport
	International Civil Aviation Organisation (ICAO)
	European Civil Aviation Conference (ECAC)

	Economic Commission for Europe (ECE)
Political	Ministers
	Members of the Oireachtas
	Members of the European Parliament
	Local Public Representatives
Public Service	Other Government Departments
	State Agencies
	Local Regional Authorities
	Dublin City Council
Media	T.V.
	Radio
	Newspaper
	Journalists

Consultation

We sought the views of citizens, customers and key stakeholders in order to better understand their needs and ensure that how we deliver our services reflects and responds to these needs.

The consultation process to inform this Action Plan consisted of 2 parts.

Part 1: A public consultation on our draft customer service charter (which informs and forms part of our Action Plan)

The consultation ran from 18th July – 12th August 2016. 15 responses were received. The respondents provided their views on, for example

- response times;
- procurement; and
- the use of plain language.

Part 2: A customer service survey

This survey was accessible through our website and was available in Irish and English. This survey was available for 6 weeks between September and November 2016. 33 responses were received. No responses were received to the Irish survey.

Some of the key findings are provided below.

- 64% of respondents contacted the department looking for information;
- 48% agreed that the departmental representative they dealt with treated them in a polite and friendly manner; and
- for 40% of respondents, the most important thing was having up to date information on our website.

Our survey also highlighted some areas where we need to improve, for example

- making our website more coherent and keeping it up to date;
- response times can be frustrating; and
- the need for some customer service training.

Bodies under the remit of the Department

Commercial Agencies	Bus Átha Cliath
	Bus Éireann
	Iarnród Éireann
	CIÉ
	DAA
	Shannon Group
	Irish Aviation Authority
	Port of Cork Company
	Dun Laoghaire Harbour Company
	Port of Waterford Company
	Galway Harbour Company
	Shannon Foynes Port Company
	Dublin Port Company
	Drogheda Port Company
New Ross Port Company	
Non-Commercial Agencies	Transport Infrastructure Ireland
	Road Safety Authority
	National Transport Authority
	Commission for Railway Regulation
	Medical Bureau of Road Safety
	Commission for Aviation Regulation
	Fáilte Ireland
	Tourism Ireland
	Sport Ireland
	Marine Casualty Investigation Board

Our contact details

Main	Phone Number	Email Address
Department of Transport, Tourism and Sport Leeson Lane Dublin 2 DO2 TR60	01-670 7444 LoCall 0761 001 601 ⁸	info@dtas.ie
Transport		
Air Accident Investigation Unit	01-604 1513	info@aaiu.ie
Accident reporting line	01-241 1777 01-604 1293	
Airports Division	01-670 7444	AirportsDivision@dtas.ie
Aviation Services Division	01-604 1131	aviationservices@dtas.ie
Driver and Vehicle Computer Services Division	0818 411 412 ⁹	Motortax@dtas.ie
Irish Coast Guard	01-678 3454	IRCGDIVISION@dtas.ie
Marine Casualty Investigation Board	01-678 3485 01-678 3486	MarineCasualtyInvestigationBoard@dtas.ie
Marine Survey Office	01-678 3400	MSO@dtas.ie
Maritime Radio Affairs Unit	01-678 3453	radiosurveyors@dtas.ie
Maritime Safety Policy Division	01-678 3418	maritimesafety@dtas.ie
Maritime Transport Division	01-678 3425	maritimetransport@dtas.ie
Mercantile Marine Office	01-678 3480	maritimeservices@dtas.ie
Public Transport Division	01-604 1683	PTD@dtas.ie
Public Transport Investment Division	01-670 7444	transportinvestment@dtas.ie
Public Transport Regulation Division	01-604 1277	PublicTransportRegulationDivision@dtas.ie

⁸ Please note that the rates charged for the use of the 0761 number may vary among different service providers and will be considerably more from a mobile phone

⁹ Please note that the rates charged for the use of the 0818 number may vary among different service providers and will be considerably more from a mobile phone

Road Safety Division	01-604 1406	roadsafety2@dttas.ie
Road Transport Operator Division	LoCall 0761 001 601 ¹⁰	rtol@dttas.ie
Roads Division	01-604 1046	roadsdivision@dttas.ie
Sustainable Transport Division	01-604 1060	nsto@dttas.ie
Tourism		
Tourism Development	064-662 7346 064-662 7208	tourismdevelopment@dttas.ie
Tourism Marketing and Impact Assessment Division	064-662 7385	tourismmarketing@dttas.ie
Sport		
Sports Capital Programmes	064-662 7362	sportscapitalprogrammes@dttas.ie
Sports Policy and National Sports Campus	064-662 7307	sportspolicyandcampus@dttas.ie
Corporate Divisions		
Customer Service	01-604 1140	info@dttas.ie
Economic and Financial Evaluation Unit	01-604 1667 01-604 1668	efeu@dttas.ie
Finance Division	01-604 1633	financedivision@dttas.ie
Freedom of Information	01-604 1599	foi@dttas.ie
Human Resources Division	01-604 1374	HRDivision@dttas.ie
Internal Audit Unit	01-604 1116	InternalAudit@dttas.ie
Legal Services Division	01-670 7444	LEGALSERVICES@dttas.ie
Policy and Governance Coordination Unit	01-604 1196	gcu@dttas.ie
Press Office	01-604 1090 01-604 1087	PressOffice@dttas.ie

¹⁰ Please note that the rates charged for the use of the 0761 number may vary among different service providers and will be considerably more from a mobile phone

Secretary General's Office	01-604 1348	secretarygeneral@dttas.ie
Ministers' offices		
Minister Shane Ross	01-604 1082	minister@dttas.ie
Minister of State Patrick O'Donovan	01-604 1034 01-604 1094	patrickod@dttas.ie

