

Providing a good quality service

We are fully committed to treating all our customers equally and to delivering the highest quality of service. In this Charter, we describe:

- what to expect when you contact us,
- what you can do to help us improve our service,
- where you can get more information.

What to expect when you contact us

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

Contact by telephone

If you contact us by **telephone**, we promise to:

- answer all calls as promptly as possible.
- give our name when we answer your call,
- help you as much as we can and give you all the information we have,
- try to answer your query immediately, but if we cannot do this, take your details and tell you when you can expect to hear from us again, and
- make it easy for you to contact us, by, for example, providing a LoCall number, 1890 443311 for our Dublin and Loughrea offices and 1890 411412 for our Shannon Office or alternatively 061 365000. The Irish Coast Guard “Garda Costa na hEireann service is accessible on 01 6620922, 24 hours service, alternatively use 999 or 112 and ask for “Marine Rescue”

Contact by letter

If you **write** to us, we promise to:

- give a full reply within 15 working days in a majority of cases, or if we cannot do this, write to explain the reason why and tell you when you can expect a full reply,
- write to you in clear and simple language and explain all technical terms if we must use them, and
- make sure that all our written replies include a contact name, address, direct telephone number, fax number and e-mail address.

Contact by e-mail

If you contact us by **e-mail**, we promise to:

- acknowledge your e-mail within two working days and give you the contact details of the Division or staff member that is dealing with your query,
- give a full reply within 12 working days in the majority of cases, or if we cannot do this, write to explain why and tell you when you can expect a full reply,
- reply to you in clear and simple language and explain all technical terms if we must use them, and
- make sure that all our e-mail replies include a contact name, e-mail address, telephone number and fax number.

Visits to our offices

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 our customers, including those with special needs,
- arrange meetings for a time that suits you and to meet you at the appointed time.

Offering 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 options for contacting us,
- supplying you with full, up-to-date and accurate information in the format you request, wherever possible.

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,
- in accordance with our obligations under the Official Languages Act 2003 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.transport.ie.

Valuing your feedback

We welcome your comments, suggestions and views on any aspect of our service because we believe this will help us to serve you better.

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, It would be nice to be told when we are doing something particularly well!!
- 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

What to do if you're not happy

We aim to deliver the best possible service to all customers. But if you are unhappy with our service, tell us - you have the right to complain.

If you decide to complain, we promise to:

- Treat your complaint fairly and without bias,
- Guarantee you access to a more senior officer if you ask for it
- Promptly investigate your complaint and give a full reply within 10 working days in 90% of cases, or if we cannot do this, write to explain why and tell you when you can expect a full reply, and
- Correct any mistakes, wherever possible, and give you an explanation and an apology.

How to complain

To make a complaint, we recommend that you first contact the staff you were dealing with directly to see if they can deal with your concerns. However, if you are not happy with our response, you can contact our Customer Service Manager (see details below), who will review the matter and contact you within 10 working days

Customer Service Manager
Department of Transport, Tourism and Sport
25 Clare Street,
Dublin 2
Telephone: (01) 604 1525
Fax:(01) 6041320
E-mail: customerservice@dtas.ie

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.

Office of the Ombudsman,
18 Lower Leeson Street,
Dublin 2
Telephone: (01) 639 5600
LoCall 1 890 223030(from outside 01 area)
Fax: +353 1 6395674
E-mail: ombudsman@ombudsman.gov.ie

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

Where to get information

You can get this Charter in Irish in electronic format on our website, www.dttas.ie
To contact us, you can write, phone, e-mail or call to our offices.
Department of Transport, Clare Street, Dublin 2

Opening hours:

Monday to Thursday 9.15am to 5.30pm, Friday 9.15am to 5.15pm

Telephone (01) 670 7444 LoCall 1890 443311

Fax (01) 604 1027 E-mail: info@transport.ie

Web: www.transport.ie

You can get a complete list of contact details on our website, www.dttas.ie