



# **Customer Charter**

**2025 - 2028**

# **C**USTOMER CHARTER 2025 - 2028

The Office of An Coimisinéir Teanga (OCT) is committed to providing an efficient, professional and courteous service to all our customers.

OCT is a National Ombudsman and Compliance Office established under the Official Languages Act 2003. It is independent of any third party in the performance of its statutory obligations under the Official Languages Acts.

OCT monitors compliance by public bodies with the provisions of the Official Languages Act (2003 & 2021). The Office investigates complaints where it is believed that public bodies have failed to comply with the Act and/or any other enactment relating to the status or use of Irish.

The Official Languages (Amendment) Act 2021, enacted in December 2021, strengthened the Official Languages Act 2003. The amended Act contains a series of new provisions aimed at strengthening the language rights of Irish speakers. Irish is the normal working language of the Office of An Coimisinéir Teanga but we are happy to speak with our customers in their choice of either Irish or English.

This Customer Charter sets out the standard of service that you can expect from the Office of An Coimisinéir Teanga.

We will measure our performance in implementing these commitments regularly.

## **C**ONTACT BY TELEPHONE

If you contact us by telephone, we will try to:

- answer your call as promptly as possible and to be courteous and helpful to you at all times,
- give you our name when we answer your call,
- answer your query in full, and if we cannot do that immediately, take your details and to get back as soon as possible,
- respond to all voicemail messages promptly,
- ensure that a special telephone number is available to facilitate contact with us from across Ireland for the price of a local call i.e. (0818) 504 006.

## **W**RITTEN CORRESPONDENCE

If you send us a letter or email, we will try to:

- ensure that we issue an acknowledgement within three working days,
- ensure that you get a full answer within 20 working days; if we cannot supply a full answer within that period of time, we will be in contact with you to explain why there is a delay and when you can expect a full reply,
- include a contact name, reference number (where appropriate) and contact details (telephone, email) when replying,
- write to you in simple clear language and avoid technical terms or, where such terms are necessary, explain them.

## **C**OMPLAINTS TO THE OFFICE OF AN COIMISINÉIR TEANGA

If you complain to the Office of An Coimisinéir Teanga, on the phone or in writing, about the actions of a public body, we will try to:

- acknowledge your complaint within 3 working days,
- ensure that you get a full answer within 20 working days; if we cannot supply a full answer within that period of time, we will be in contact with you to explain why there is a delay and when you can expect a full reply,
- keep you advised of progress on your case,
- inform you as promptly and as clearly as possible on the outcome of the examination,
- in the case of an official investigation, an appeal can be made to the High Court, within four weeks, on a point of law against a decision of the Office of An Coimisinéir Teanga.

## **V**ISITORS TO THE OFFICE

If you visit our Office, we will:

- treat you with courtesy, respect your right to privacy and we will be just and fair in our dealings with you,
- meet with you at the agreed time if you have an appointment,
- try to provide appropriate facilities for meetings,
- keep our public office clean and tidy, and ensure that it meets health, safety and access standards.

## **S**ERVICE THROUGH IRISH AND ENGLISH

We will make every effort to facilitate members of the public in general who wish to conduct their business with us, in Irish or in English:

- we will reply in Irish to correspondence in Irish and in English to correspondence in English,
- we will provide a mirror image of our website in Irish and English,
- our main publications for the general public will be in Irish and English.

## **E**QUALITY AND DIVERSITY

We will treat our customers with equality and respect:

- we will not discriminate on the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race or membership of the Travelling Community or a similar identified minority group,
- we will make every effort to ensure that all our customers have access to our services, including those with special needs.

## **C**OMPLAINTS IN RELATION TO OUR OWN SERVICES

If you are not satisfied with our service, or with the behaviour of a staff member, please let us know:

- we will make every effort to deal with your complaint and to resolve it as quickly as possible,
- if we discover that an error was made, we will apologise immediately and make every effort to resolve the issue,
- we will issue an acknowledgement of any complaint about our services within 7 working days and process the complaint within 20 working days.

## **M**ONITORING AND EVALUATION

We will evaluate our implementation of the commitments in this Customer Charter regularly and the commitments will be amended as appropriate to ensure that we always provide the highest standard of service. We welcome your comments and suggestions in relation to the service we provide, and they will be given due consideration.

## **H**OW TO MAKE A COMPLAINT OR SUGGESTION

If you wish to make a complaint about the standard of service of the Office of An Coimisinéir Teanga or comment or make suggestions in relation to our service, please write to: The Director, Office of An Coimisinéir Teanga, An Spidéal, Co. Galway or by email to [seirbhis@coimisineir.ie](mailto:seirbhis@coimisineir.ie).

This Charter is available electronically on our website [www.coimisineir.ie](http://www.coimisineir.ie) where you can also find details of our services and policies and our contact details.

## **H**OW TO REACH US:

Our postal address is:

**An Coimisinéir Teanga,  
An Spidéal,  
Co. Galway.**

The Office is open to the public from Monday to Friday from 9.15am to 5.30pm.

You may email us at [eolas@coimisineir.ie](mailto:eolas@coimisineir.ie).

You may telephone us at (091) 504006 or (0818) 504 006.

This Customer Charter is based on the models of best practice issued by the Department of the Taoiseach, the Office of the Ombudsman and other government departments and offices.