



Customer Charter

2015 – 2018

CUSTOMER CHARTER 2013 – 2015

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

This independent statutory Office acts as an ombudsman service and as a compliance agency in relation to state services in Irish.

This Office provides an independent investigation service to the public in cases where it is believed that a public body has failed to fulfil its duties under the Official Languages Act, under any regulations made under the Act and/or under any language scheme confirmed under the Act.

In addition, the Office of An Coimisinéir Teanga investigates any valid complaint alleging a failure to comply with a provision of any other enactment relating to the status or use of Irish.

The Office of An Coimisinéir Teanga monitors the way in which public bodies comply with the provisions of the Official Languages Act and the Office advises both public bodies and the general public in relation to the Act.

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.

CONTACT 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, to 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. 1890 504006.

WRITTEN CORRESPONDENCE

If you send us a letter, fax 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, fax, email) when replying;
- write to you in simple clear language and avoid technical terms or, where these are necessary, explain them.

COMPLAINTS 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.

VISITORS 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 offices clean and tidy, and ensure that they meet health, safety and access standards.

SERVICE 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.

EQUALITY 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.

COMPLAINTS 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.

MONITORING 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.

HOW 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, Galway or by email to seirbhis@coimisineir.ie

This Charter is available electronically on our website www.coimisineir.ie where you can also find details of our services and policies and our contact details.

HOW TO REACH US:

Our postal address is:

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

There is a map and there are directions to the Office on www.coimisineir.ie.



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.

You may telephone us at (091) 504006 or 1890 504006.

You may fax us at (091) 504036.

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.