



**An Roinn Gnó,
Fiontar agus Nuálaíochta**
Department of Business,
Enterprise and Innovation

Customer Charter

2019-2021



Customer Charter 2019-2021

The Department of Business, Enterprise and Innovation is committed to treating all our customers equally and to delivering the highest quality of customer service.

Our Customer Charter:

- Outlines the standards and levels of service customers can expect when dealing with us by letter/e-mail, by telephone, via our website or when calling in to visit us.
- Provides details of contact points in the range of offices and agencies who assist the Department in the delivery of its programmes.
- Sets out the steps to take in the event that you are not satisfied with the level of customer service provided and wish to make a complaint.

The Department's Customer Service Action Plan 2019-2021 provides further details of how the commitments made in this Customer Charter will be delivered in accordance with the guiding [Principles of Quality Customer Service](#) adopted across the public service.

Taken together, these two documents set out our commitment to delivering quality customer service. In summary, if you write, email, telephone or visit, we will:

- Treat you equally, with courtesy and respect.
- Inform you of your rights, entitlements and responsibilities.
- Protect your information.
- Respect your right to privacy.
- Provide translation and interpretation services, including sign language, as required.
- Ensure our services are fully accessible.
- Conduct business through Irish, where requested.
- Provide redress when you have a complaint.

When you contact us by letter or email:

- We will acknowledge your letter or e mail within 5 working days and respond within 15 working days.
- Our response will provide a contact name, telephone number, e-mail address and reference number so that you can contact us again if you need to.
- If you write to us in Irish, we will respond in Irish.

When you contact us by telephone:

- We will answer your call as quickly as possible.
- Our staff will identify themselves by full name and the name of the business unit in which they work.
- We will deal with your query immediately, and if we cannot, we will call you back.
- If your call needs to be transferred to another area, we will tell you the name of that area.

When you visit our website:

- We will ensure that material on our website is up-to-date, easy to use and accessible.
- We will use clear, simple language in all our communications, insofar as is possible.
- We will make information available in formats that meet your needs

When you visit the Department:

- We will ensure our public offices are fully accessible for all customers and comply with Health and Safety standards.
- We will ensure that all visitors with appointments are seen promptly.

How to contact us?

- Visit the [Contact Us](#) area of our website www.dbei.gov.ie
- Call us on (01) 631 2121 or 1890 220 222*
- Contact the [Offices and Agencies](#) of the Department directly

**The rates charged for 1890 numbers may vary among service providers. These rates can be considerably higher from mobile network providers*

In the event that you need to make a complaint about the quality of customer service provided:

- [Submit a Comment](#) or [Make a Complaint](#)
- Call us on (01) 631 2121 or 1890 220 222* and ask for the Quality Customer Service Officer
- Write to Customer Service Unit, Department of Business, Enterprise and Innovation, 23 Kildare Street, Dublin 2.

We will deal with your complaint properly, fairly and impartially. We will acknowledge your complaint within 5 working days and respond within 15 working days. Where this is not possible, we will contact you and tell you when we expect to give you a full answer.

How you can help us:

Finally, you can help us to improve our customer service by letting us know when you get good service or when you think we can improve our customer service.