

CUSTOMER CHARTER

REGISTRY OF FRIENDLY SOCIETIES

The Registry of Friendly Societies is committed to delivering the highest quality service to its customers and to ensuring continuous improvement in the standard of service that it provides.

Contacting Us

We will deal with your query as quickly as possible and in all our dealings with you we will be helpful, polite and courteous.

When contacting us by telephone we aim to:

- Answer 90% of calls within 20 seconds
- Identify ourselves on answering
- Deal with your query or arrange to call you when the information is available
- Respond promptly when voice mails are received
- Make it easy for you to contact us by providing a lo-call service at **1890 220225**.

When contacting us by letter or e-mail we aim to:

- Provide a full reply within 15 working days in 90% of cases. If this is not possible an interim reply will issue informing you when you can expect a full reply
- Write in clear language
- Provide a contact name, telephone number and address on all correspondence.

When coming to meet us in person we aim to:

- See you punctually at the scheduled time where appointments have been made.
- Provide a clean, accessible and welcoming public office that meets with health and safety standards.
- Facilitate access for people with disabilities and others with specific needs.

Complaints

We will maintain a transparent and easy to use system of dealing with formal complaints about the quality of service provided. When a complaint is received it will be recorded, an acknowledgement will be issued within 2 working days, and a full reply will be issued within 15 working days.

Where possible, we will attempt to resolve the difficulties at the first line of contact. Where a complaint cannot be resolved at this level you will be able to pursue the complaint to a higher level or, alternatively, to the Department's Customer Services Officer.

We will report annually on the level and nature of complaints received under this procedure.

Official Languages

Where you request to be dealt with in Irish we will do our best to facilitate you. We will:

- reply in Irish where correspondence is received in Irish.
- publish key Departmental documents simultaneously in Irish and English.

Submitting Applications

When you submit an application under the **Freedom of Information Act, 1997** we aim to acknowledge your application as soon as possible and respond to your request within 20 working days of receipt, or to contact you where this is not possible.

When you submit an application to register documents under the different Acts administered by the Registry of Friendly Societies we aim to register these in the shortest time possible. If the documents are incorrect we will write to you and try to resolve any problems.

Help us to help you by

- Completing all application forms carefully
- Providing full and accurate information when you contact us
- Letting us know in advance if you are unable to keep an appointment
- Making comments or suggestions about the services you receive
- Treating our staff with courtesy and respect

Contact Details

Mr. Robert McLean

Registry of Friendly Societies

Parnell House

14 Parnell Square

Dublin 1

Telephone queries to (01) 804 5499

Lo-Call 1890 220225

Fax queries to 804 5498

Other Useful Contacts

Ms. Ellen Mac Cafferty, the Quality Customer Service Officer, may be contacted directly at:

Quality Customer Service Unit

Department of Enterprise, Trade & Employment

Kildare Street

Dublin 2

Telephone: (01) 631 2114

Email: customerservice@entemp.ie