

CUSTOMER CHARTER

REGISTRY OF FRIENDLY SOCIETIES

The role and functions of the Registry of Friendly Societies consist in the main of assessment and registration of applications and any subsequent amendment of rules which Friendly Societies, Industrial and Provident Societies and Trade Unions are obliged to submit to the Registrar.

The Registrar is also required to ensure that registered societies and unions meet their statutory obligations with regard to filing returns, which once registered are made available for inspection by the public.

Service Provision

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.

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 specified timeframe. If the documents are incorrect we will write to you and try to resolve any problems

We will:

- Register new Industrial and Provident Societies within 10 working days
- Register new Trade Unions within 10 working days
- Process and register all rule amendments applications within 7 working days
- Process and register amalgamation applications within 7 working days
- Process and register all change of address applications within 5 working days
- Make scanned images of documents available within 10 working days of registration onto the Registrar
- Supply images and print-outs requested by post within 3 working days

Information Provision

Our dedicated Registry of Friendly Societies office provides a front line service to customers who contact the office by telephone, post and e-mail. We will continue to ensure that the Unit is manned by trained and qualified staff.

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

Telephone:

When contacting our office by telephone we aim to:

- Answer 95% 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**¹.

Email:

When contacting our office by email we aim to:

- Acknowledge all e-mails upon receipt
- Provide a full reply within 5 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 contact name, telephone number and address on all correspondence.

Letter:

When contacting our office we aim to:

- Provide a full reply within 10 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 contact name, telephone number and address on all correspondence.

Customer 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 10 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.

¹ Note that the rates charged for the use of 1890 (LoCall) numbers may vary among different service providers.

Freedom of Information

The Registry of Friendly Societies complies fully with the terms of the Freedom of Information Act 2014 (as amended).

We will make every effort to provide you with as much information as possible informally, without resort to the terms of the Act.

However, should you wish to make a formal request under the Act, you should contact the FOI officer. Tel: (01) 804 5499

When you submit an application under the **Freedom of Information Act, 2014** 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.

Services through Irish

We will aim to do our best to facilitate our customers who wish to conduct their business in Irish in accordance with our obligations under the Official Languages Act 2003. If you write to us in Irish, we will reply to you in Irish.

We will publish important documents such as our Annual Report simultaneously in Irish and English.

Public Office

The Registry of Friendly Societies office is open to the public from 9.30am to 4.30pm Monday to Friday. The office opens during lunchtime for the lodgement of documents and to conduct searches only.

Access

We will ensure that:

- the Office is accessible for wheelchair users
- the Health and Safety Committee conducts regular inspections of the building to identify any potential breaches of regulations and ensures that these are dealt with promptly
- we will endeavour to provide access to documents in a suitable format
- we will see you punctually at the scheduled time where appointments have been made

Access Officer

An Access Officer is a specially assigned staff member who is responsible for co-ordinating assistance and guidance for persons with disabilities, to access to the widest possible extent, the full range of services that we provide.

In addition, our Access Officer will also act as a point of contact for people with disabilities seeking advice on a range of issues, including how best to access our building, as well as the range of publications in alternate formats that we can make available.

Our Access Officer, in accordance with Section 26(2) of the Disability Act 2005, is Mr. Mark Donoghue of the Companies Registration Office.

Contact Details:

Mr. Mark Donoghue
Information Unit
Companies Registration Office,
Bloom House
Gloucester Place Lower
Dublin 1
Telephone: (01) 804 5251
Email: mark.donoghue@dbei.gov.ie

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:

Ms. Maureen O'Sullivan
Registry of Friendly Societies
Bloom House
Gloucester Place Lower
Dublin 1
Telephone queries to (01) 804 5499
Lo-Call 1890 220225

Other Useful Contacts:

Quality Customer Service Officer
Customer Service Unit
Department of Business, Enterprise & Innovation
23 Kildare Street
Dublin 2
Telephone: (01) 631 2100 / Email: customerservice@dbei.gov.ie