

**CUSTOMER CHARTER**

**CIVIL DEFENCE**

## OUR MISSION

‘To promote, develop and maintain Civil Defence as an effective volunteer based professional organisation providing emergency response and community support services’.

## PURPOSE OF OUR CUSTOMER CHARTER

The purpose of our Customer Charter is to:

- improve customer service,
- ensure our full range of services is of the highest standard.

In that context, we will evaluate and monitor our level and quality of customer service by conducting regular surveys and examining your completed Comment Cards.

## CUSTOMER SERVICE CHANNELS

Whether you call in person, telephone, write to or email us, we will deal with your enquiry swiftly and endeavour to provide a complete and helpful reply.



## ***Written Correspondence/Email***

- We will acknowledge all correspondence within 3 working days with a full answer within 15 working days.
- If this is not possible, we will issue an interim reply explaining the position and indicating when a final reply can be expected.
- We will write in clear and simple language and if technical terms are used, they will be explained.
- Contact names, numbers and email addresses will be provided.
- Má scríobhann tú chugainn as Gaeilge, freagróimid i nGaeilge.



## ***Telephone Calls***

- We will answer telephone calls promptly, giving our name and area of work.
- We will be helpful and courteous and provide you with as much information as possible.
- If we cannot deal with your query immediately, we will take your details and call you back as soon as possible or at a time that suits you.

- If we need to transfer your call to a colleague, we will give you their name and number and ensure your call is transferred promptly and properly.
- Más mian leat Gaeilge a labhairt linn, cuirfimid thú i dteagmháil le duine atá líofa sa teanga.

### *Visitors to our offices*

- All visitors will be treated with respect and courtesy.
- We will deal with your enquiry efficiently and promptly. If your enquiry is not relevant to this office we will endeavour to direct you to the relevant office that can help you.
- Staff expecting callers will notify reception and ensure that you are met at the set time. We will do our best to accommodate you if you do not have an appointment.
- We will ensure our reception staff is available to help you and be courteous and polite.
- Our offices and meeting facilities will be clean, safe and maintained to a high standard.
- Our offices are accessible to people with disabilities. If you have any special needs or concerns please let us know.

## INFORMATION

- We will provide material of relevance and interest to our customers in an accessible, clear and timely manner.
- We will try to ensure that all information, forms and leaflets are easily understood.
- We will ensure our website is regularly maintained with the most relevant and up to date information. Our website address is [www.civildefence.ie](http://www.civildefence.ie)

## FEEDBACK/COMPLAINTS

To ensure and to maintain a good quality service we welcome and encourage feedback on any aspect of our services. You can do this by emailing us at [civildefence@defence.irlgov.ie](mailto:civildefence@defence.irlgov.ie) or calling us on 0505-25310.

Alternatively you can complete the Customer Comment Card attached to this leaflet.

If you are unhappy with the service you have received, please let us know. We will be happy to address the issue with the relevant area. All complaints will be dealt with properly, fairly and impartially.

## WHERE TO FIND US/HOW TO CONTACT US

The Civil Defence Board Headquarters is located at:

**BENAMORE  
ROSCREA  
CO. TIPPERARY**

Our office opening hours are:

*Monday to Thursday – 9.15am to 5.30pm*

*Friday – 9.15am to 5.15pm*

**Main Telephone Number:** 0505 - 25310

**Fax Number:** 0505 - 25344

**Email Address:** [civildefence@defence.irlgov.ie](mailto:civildefence@defence.irlgov.ie)

**Staff Email**

**Addresses:** [firstname.lastname@defence.irlgov.ie](mailto:firstname.lastname@defence.irlgov.ie)

**Web Address:** [www.civildefence.ie](http://www.civildefence.ie)

# CUSTOMER COMMENT CARD

We welcome your comments. Please fill out this form and forward it to Customer Service Officers, HR Section, Civil Defence Board, Benamore, Roscrea, Co. Tipperary.

- Complaint       Comment       Compliment

### ABOUT

- Service Provision       A named Individual  
 Policy/Practise of the Board       A Unit or Section

### WAS YOUR CONTACT:

- By telephone       In person       In writing

### COMMENT

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### SUGGESTIONS

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### HOW WOULD YOU LIKE TO BE CONTACTED ABOUT THIS MATTER?

- By telephone       In Writing  
 By e-mail       Not at all

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Phone: \_\_\_\_\_  
e-mail: \_\_\_\_\_