



An Roinn Fiontar,  
Trádála agus Fostaíochta  
Department of Enterprise,  
Trade and Employment

# Quality Customer Service

Charter and Customer Action Plan  
2022-2024



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# 1.Introduction

## 1.1 Department of Enterprise, Trade & Employment

The Department of Enterprise Trade & Employment is primarily a policy development Department. It plays a central role in devising, promoting and implementing Government policy in the areas of enterprise development, competitiveness, technology, innovation, intellectual property, trade, consumer policy, competition policy, commercial regulation, employment rights protection as well as the promotion of stable industrial relations.

As stated in its Statement of [Strategy 2021-2023](#), the Department is guided by its mission as follows:

***We will lead on sustainable economic development and recovery through the creation and maintenance of high quality employment across all regions of our country:***

- By championing enterprise***
- Ensuring a competitive business base to incentivise work, enterprise, innovation and investment***
- Strengthening global connections and promoting trade***
- Promoting fair and competitive markets, best business practice***
- Safe, flexible and decent workplaces through the regulatory and enforcement work of the Department, its Offices and its Agencies***

## 1.2 Organisation Structure

The Department is organised into [8 functional Divisions](#), which broadly reflect the breadth of its statutory remit. The Divisions are:

1. Commerce, Consumer and Competition Division
2. Corporate Services Division
3. Enterprise Strategy, Competitiveness & Evaluation Division
4. EU, Digital & Access to Finance Division
5. Indigenous Enterprise Division
6. Innovation and Investment Division
7. Trade Division
8. Workplace Regulation and Economic Migration Division

Given the nature of the Department's responsibilities, functions and roles, the 8 Divisions do not primarily provide services exclusively to the members of the public. Rather, they provide services directly to the Ministers and the Government, to the Oireachtas, to other Government Departments, to EU and International Bodies. The Department also consults with a wide range of stakeholders, including Government, business, employer and worker representatives and other stakeholders including at EU and international level. The Department's customer base is, therefore, very broad, with only a small number of business units having considerable interaction with the public.

Another important function of the Department is liaising with its Statutory Offices and with the many State Agencies under its aegis. These Offices and State Agencies carry out the main interaction with members of the public on the Department's behalf. Examples of the range of services delivered through the dedicated structure of Statutory Offices and State Agencies include employment rights adjudication, patents and trademarks registration, company registration and filing, occupational health and safety and consumer issues.

Having regard to the high level of direct engagement by the Offices and Agencies of the Department with members of the public, many have developed their own Customer Charters and Customer Action Plans where appropriate.

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## 2. Customer Charter

This Charter sets out the level of service you can expect when dealing with the Department. The Customer Action Plan below sets this out in more detail.

### Customer Commitments

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Level of service to expect when contacting or visiting the Department. We will:

- Treat you equally and fairly, with courtesy and respect.
- Protect your information.
- Provide clear and up to date information on all our services.
- Respond to your queries in a timely manner.
- Ensure our services are fully accessible.
- Conduct business through Irish, where requested.
- Provide clear information on our Complaints Procedures.

### Monitoring and Evaluation

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Our customer service performance is monitored and measured against the [12 Principles of Quality Customer Service \(QCS\)](#), our commitments as set out in our Customer Action Plan (Section 3) and the number of complaints we receive.

### What to expect when you contact us

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#### Contact by letter or email

- We will acknowledge your letter or e-mail within 5 working days and respond within 15 working days.
- If you write to us in Irish, we will respond in Irish.

#### Contact by phone

- We will answer your call promptly.
- Our staff will identify themselves by 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 or if possible request you to email your query.
- If your call needs to be transferred to another area, we will tell you the name of that area.

#### Our Website

- We will ensure that material on our website [www.enterprise.gov.ie](http://www.enterprise.gov.ie) is up-to-date 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.

## Visiting the Department

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- 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.
- All visitors will be treated respectfully and with courtesy.

## How to contact us

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- Visit the [Contact Us](#) area of our website [www.enterprise.gov.ie](http://www.enterprise.gov.ie).
- Call us on (01) 631 2121 or 0818 302 121.
- Contact the [Offices and Agencies](#) of the Department directly.

## How we deal with you

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- We will make every effort to ensure that customers with specific needs are catered for in all our service delivery.
- We will make every effort to accommodate customers who wish to conduct their business through Irish.
- We will write in clear language and if we use technical terms, they will be explained.

## Help us to Help you

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To make our service better we will ask that you:

- Have relevant information ready.
- Give full and accurate information.
- Treat our staff with courtesy and respect.

## How to submit a Comment, Compliment or Complaint

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We value your opinion and welcome feedback on any aspect of our service.

If you wish to submit a compliment or comment or make a complaint about the quality of customer service provided:

- [Submit a Comment](#) or [Make a Complaint](#)
- Call us on (01) 631 2121 or 0818 302 121 and ask for the Quality Customer Service Officer.
- Write to Customer Service Unit, Department of Enterprise, Trade and Employment, 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 advise when a full response will be issued.

## 3. Customer Action Plan

This Customer Action Plan provides further details of how the commitments and standards outlined in our Customer Charter will be delivered by the Department in accordance with the 12 guiding Principles of Quality Customer Service.

Whilst we set out our objectives in this Customer Service Action Plan, these do not create any legal rights for customers.

### 3.1 Our Commitment to the Guiding Principles

Principle	Our Commitment
<b>1. Quality Service Standards</b>	
Publish a statement that outlines the nature and quality of service which customers can expect and display it prominently at the point of service delivery.	<ul style="list-style-type: none"> <li>▪ We will publish a Customer Charter and Customer Action Plan that outlines the nature and quality of service which customers can expect and display it prominently at the point of service delivery and on the Department's website.</li> </ul>
<b>2. Equality/Diversity</b>	
Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community). Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.	<ul style="list-style-type: none"> <li>▪ We will work to ensure that the principles of equality/diversity are maintained and promoted throughout the Department.</li> <li>▪ We will ensure that all customers are treated equally and in accordance with relevant legislation.</li> </ul>

### 3. Physical Access

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

- We will regularly monitor our public offices to ensure that they comply with occupational and safety standards.
- We will ensure that there are suitable facilities in place for all customers, including those with specific needs, when dealing with staff of the Department.
- Our **Access Officers** will assist with any difficulties in accessing our buildings.

### 4. Information

Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publication. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

- We will ensure that all information provided by the Department is clear, timely, accurate and accessible to our customers.
- We will make every effort to ensure that information is available in as many different formats as is practical.
- We will ensure that our website conforms to web accessibility guidelines.
- We will process all customer information in accordance with the Data Protection legislation.

### 5. Timeliness & Courtesy

Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer.

- We will ensure that all our customers are treated with courtesy and respect and that all enquiries are dealt with promptly and efficiently.
- We will inform customers, via our website, of any delays being



experienced in processing **Employment Permit** application forms.

- We will continue to offer appropriate customer service training to frontline staff.

## 6. Complaints

Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.

- We will ensure that details of our **Complaints Procedures** are available on our website.
- We will ensure that all complaints made about the quality of customer service provided are investigated promptly, fairly and impartially.
- We will ensure that complaints are acknowledged within 5 working days and that a reply will issue within 15 working days.

## 7. Appeals

Similarly, maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

- We will ensure that details of how to review a decision made in relation to the quality of service provided by the Department are set out in our **Complaints Procedures**.
- If the matter remains unresolved after all review procedures have been fully exhausted, customers can appeal to the Office of the Ombudsman by:
  - Clicking on the 'Make A Complaint' link at **www.ombudsman.ie**
  - Or writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773
  - Or calling the Ombudsman on 01 639 5600, if you have any queries or if you need help making your complaint.

## 8. Consultation & Evaluation

Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.

- Customers are welcome to submit views and comments through the Customer Service area (**Make a comment**) of our website.
- We will review customer feedback with a view to further improving service delivery.
- We will ensure that evaluation of customer services is monitored on a quarterly basis through the Department's Cross Divisional Monitoring Committee on Quality Customer Service.

## 9. Choice

Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

- We will provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times.
- We will use available and emerging technologies to ensure maximum access and choice, and quality of delivery of service.

## 10. Official Languages Equality

Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

- We will comply with our obligations as set out in the **Official Languages Act 2003** (as amended) and as set out in the Department's **Irish Language Scheme**.
- We will ensure that customers who wish to conduct their business through Irish can do so.

- We will continue to encourage and support staff to learn Irish and/improve their Irish language skills.
- We will comply with our obligations under the Irish Sign Language Act, 2017.

### 11. Better Coordination

Foster a more coordinated and integrated approach to delivery of public services.

- We will participate in inter Departmental and cross Governmental fora, to ensure that our approach to service delivery is consistent with best practice across the Public Service.

### 12 Internal Customers

Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

- We will recognise all staff as internal customers and aim to ensure that they are properly supported and consulted with regards to service delivery.
- We will keep staff informed of all relevant developments through use of internal channels of communication including the DETE intranet.
- We will continue to provide high quality on-line and in person training and development for all staff.
- We will conduct regular surveys to determine internal customer satisfaction and address issues arising.

## 3.2 Levels of Service

### 3.2.1 Customers with specific needs

- We will make every effort to ensure that customers with specific needs are catered for in all our service delivery.
- Queries relating to access issues may be addressed to the Department's [Access Officers](#) as appropriate

### 3.2.2 Suppliers

- We will operate clear, impartial and transparent tendering and purchasing procedures in accordance with Public Procurement Guidelines.
- We will ensure that payments to suppliers are made in accordance with Prompt Payment legislation and regulations.

### 3.2.3 Service through Irish

- We will make every effort to accommodate customers who wish to conduct their business through Irish.
- Correspondence received in Irish will be answered in Irish.
- We are committed to meeting our obligations under the Official Languages Act 2003 (as amended), and the commitments outlined in the Department's Irish Language Scheme (2019-2022).

### 3.2.4 Service through Irish Sign Language

- Section 3 of the Irish Sign Language Act, 2017 recognises Irish Sign Language as a native language of the State and provides that the 'community of persons using Irish Sign Language shall have the right to use, develop and preserve Irish Sign Language'.
- Section 6 of the Act places obligations on all public bodies, including:
  - A public body shall do all that is reasonable to ensure that interpretation into Irish Sign Language is provided for a person who is competent in that language and cannot hear or understand English or Irish when that person is seeking to avail of or access statutory entitlements or services provided by or under statute by that public body.
  - The provision of interpretation shall be at no cost to the person concerned.

- Provision of or availing of a remote, web-based service shall, if the Irish Sign Language user consents, be sufficient to meet the obligations of a public body under this section.

### **3.2.5 Website/Social Media/Publications**

- The Department is committed to ensuring our website content is accessible, up-to-date and relevant.
- We are committed to posting relevant content on a daily basis across both our [Twitter](#) and [LinkedIn](#) channels as we believe they are best suited to communicate our policy initiatives to our stakeholders.
- We will ensure that our publications are informative, clear and accessible to all users.

### **3.2.6 Freedom of Information**

The Department complies fully with Freedom of Information legislation. 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 Freedom of Information Unit at [FOIUnit@enterprise.gov.ie](mailto:FOIUnit@enterprise.gov.ie).

A guide to accessing information under the Freedom of Information Acts is available on our [website](#).

### **3.2.7 Statutory Obligations**

The Department is fully committed to complying with its statutory obligations for example Data Protection, Language, Equality, Freedom of Information, Prompt Payment of Accounts, and Safety, Health & Welfare at Work. These statutory obligations are set out in full in the Department's Compliance Framework.

### **3.2.8 Internal Customers**

The Department will recognise all staff as internal customers. This is covered by Principle 12 of our commitments.

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## 4.Complaints Procedures

You can get full details on how to make a complaint in our [Complaints Procedures](#).

### **What issues does the Complaints Procedures cover?**

Customers who wish to complain about **the quality of customer service provided by the Department** can submit a complaint under our Complaints Procedures.

For example, complaints may relate to:

- Responses to letters/emails not being issued within accepted timeframes;
- Difficulties experienced in contacting us;
- Incorrect information or guidance provided by us; and,
- The manner in which you were treated.

### **What issues does the Complaints Procedures not cover?**

The Complaints Procedures does **not** cover:

- Administrative or Regulatory Decisions taken by the Department. For example, applicants who have been refused an Export Licence or an Employment Permit may appeal such decisions by invoking other appeal mechanisms, which are outlined on the Department's website.
- Complaints about services provided by the Offices and Agencies that fall under the Department's aegis. You should make your complaint directly to these organisations - See Section 5 for contact details.

### **How do I make a complaint?**

You can make a complaint by contacting the business unit concerned or contacting the Customer Service Unit:

- In person
- By phone
- In writing
- By email
- By completing the Complaints Form

The [Complaints Form can be completed online](#) and is also contained in Appendix 3 of the Department's Complaints Procedures. You can also ask us to send you this form (Email [customerservice@enterprise.gov.ie](mailto:customerservice@enterprise.gov.ie)). Return the completed form to the Customer Service Unit, Department of Enterprise, Trade & Employment, 23 Kildare Street, Dublin 2 or submit your complaint on-line by following the steps on our website.

- Include as many details as you can about your complaint including the name of the person, section or Division and the date on which the incident occurred. Tell us why you believe a particular service standard was breached. You may include any other relevant background information to help us deal with your complaint.
- If you need further help on making a complaint to us you can contact our Customer Service Unit by: -

Phone: (01) 631 2121

Email: [customerservice@enterprise.gov.ie](mailto:customerservice@enterprise.gov.ie)

If there is anything that may affect your ability to make a complaint, please let the Department's [Access Officers](#) know and we will do all we can to help you. You can also email our Access Officers at: [AccessOfficer@enterprise.gov.ie](mailto:AccessOfficer@enterprise.gov.ie).

### **Can I make a complaint through Irish?**

If a complaint is made in Irish it will be acknowledged in Irish and we will endeavour to deal with any complaint through Irish, if requested.

### **Appeals Procedures**

If you are not satisfied with how we deal with your complaint, we will tell you about your right to an internal review. For further details on how to seek an internal review, see our [Complaints Procedures](#).

If the matter remains unresolved after all review procedures have been fully exhausted, we will tell you how you can appeal your complaint to the Office of the Ombudsman by:

1. Clicking on the 'Make A Complaint' link at [www.ombudsman.ie](http://www.ombudsman.ie)
2. Or writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773
3. Or calling the Ombudsman on 01 639 5600 if you have any queries or if you need help making your complaint.

## 5. How to Contact Us

### 5.1 Main Contacts

Area / Services	Phone 	Email Website  
Department of Enterprise, Trade & Employment 23 Kildare Street Dublin 2 D02 TD30.	01 631 2121 0818 302 121	<a href="http://www.enterprise.gov.ie">www.enterprise.gov.ie</a> <a href="mailto:info@enterprise.gov.ie">info@enterprise.gov.ie</a>
Quality Customer Service Officer - Ms. Edel Deane	01 631 2121	<a href="mailto:customerservice@enterprise.gov.ie">customerservice@enterprise.gov.ie</a>
Access Officers Mr. Fergal Cullen Ms. Edel Deane	01 631 2121 01 631 2121	<a href="mailto:visitors@enterprise.gov.ie">visitors@enterprise.gov.ie</a> <a href="mailto:AccessOfficer@enterprise.gov.ie">AccessOfficer@enterprise.gov.ie</a>
Disability Liaison Officer - Mr. Cian Mac Hale	01 631 2121	<a href="mailto:dlo@enterprise.gov.ie">dlo@enterprise.gov.ie</a>
Freedom of Information Officer - Ms. Edel Deane	01 631 2121	<a href="mailto:foiunit@enterprise.gov.ie">foiunit@enterprise.gov.ie</a>
Data Protection Officer - Ms. Celyna Coughlan	01 631 2121	<a href="mailto:dataprotection@enterprise.gov.ie">dataprotection@enterprise.gov.ie</a>
Workplace Relations Customer Service	059 917 8990 0818 80 80 90	<a href="http://www.workplacerelations.ie">www.workplacerelations.ie</a>
Employment Permits Call Centre	01 417 5333 0818 201 616	<a href="mailto:employmentpermits@enterprise.gov.ie">employmentpermits@enterprise.gov.ie</a>
Import and Export Licences	01 631 2256	<a href="mailto:exportcontrol@enterprise.gov.ie">exportcontrol@enterprise.gov.ie</a>



## 5.2 Contacting our Offices

The Department has a number of Offices under its aegis. If you need information on the services and standards of the following Offices, please contact them directly.

Area / Services	Phone 	Email Website  
Companies Registration Office	01 804 5200 0818 452 000	<a href="http://www.cro.ie">www.cro.ie</a> <a href="mailto:CRO.info@enterprise.gov.ie">CRO.info@enterprise.gov.ie</a>
Office of the Registrar of Friendly Societies  Office of the Registrar of Beneficial Ownership of Companies and Industrial & Provident Societies	01 804 5499 0818 452 000	<a href="http://RFS - Registry of Friendly Societies (cro.ie)">RFS - Registry of Friendly Societies (cro.ie)</a> <a href="mailto:RFS@enterprise.gov.ie">RFS@enterprise.gov.ie</a>  <a href="http://www.rbo.gov.ie/">www.rbo.gov.ie/</a> <a href="mailto:enquiries@rbo.gov.ie">enquiries@rbo.gov.ie</a>
Workplace Relations  Information & Customer Service	059 917 8990 0818 808 090	<a href="http://www.workplacerelations.ie">www.workplacerelations.ie</a>
Labour Court	01 613 6666 0818 613 666	<a href="mailto:info@labourcourt.ie">info@labourcourt.ie</a>
Intellectual Property Office of Ireland	056 772 0111	<a href="http://www.ipoi.gov.ie">www.ipoi.gov.ie</a> <a href="mailto:ipinfo@ipoi.gov.ie">ipinfo@ipoi.gov.ie</a>

## 5.3 Contacting our Agencies

The Department also has a number of Agencies under its aegis. If you need information on the services and standards of the following Agencies, please contact them directly.

Area / Services	Phone 	Email Website  
Competition and Consumer Protection Commission	01 402 5500	<a href="http://www.ccpc.ie">www.ccpc.ie</a>
Enterprise Ireland	01 727 2000	<a href="http://www.enterprise-ireland.com">www.enterprise-ireland.com</a> <a href="mailto:Client.Service@enterprise-ireland.com">Client.Service@enterprise-ireland.com</a>
Health & Safety Authority	01 6147000 0818 289 389	<a href="http://www.hsa.ie">www.hsa.ie</a> <a href="mailto:wcu@hsa.ie">wcu@hsa.ie</a>
IDA Ireland	01 603 4000	<a href="http://www.idaireland.com">www.idaireland.com</a> <a href="mailto:idaireland@ida.ie">idaireland@ida.ie</a>
InterTrade Ireland	028 3083 4100 (048 from Ireland)	<a href="http://www.intertradeireland.com">www.intertradeireland.com</a> <a href="mailto:info@intertradeireland.com">info@intertradeireland.com</a>
Irish Auditing and Accounting Supervisory Authority	045 983600	<a href="http://www.iaasa.ie">www.iaasa.ie</a> <a href="mailto:info@iaasa.ie">info@iaasa.ie</a>
National Standards Authority of Ireland	01 807 3800	<a href="http://www.nsai.ie">www.nsai.ie</a> <a href="mailto:info@nsai.ie">info@nsai.ie</a>
Corporate Enforcement Authority	01 8585800	<a href="mailto:info@cea.gov.ie">info@cea.gov.ie</a>
Personal Injuries Assessment Board	0818 829 121	<a href="http://www.piab.ie">www.piab.ie</a> <a href="mailto:enquiries@piab.ie">enquiries@piab.ie</a>