



# Customer Charter

## Department of Finance

### **Our Mission**

The Department of Finance has a central role in implementing Government policy and in advising and supporting the Minister for Finance and the Government on the economic and financial management of the State and the overall management and development of the public sector. In formulating this advice the Department is guided by its mission, which is:

*“To promote a growing economy which will deliver a high level of sustainable employment, social progress and living standards”.*

### **Our commitment to our customers**

We aim to ensure that our full range of services, to individuals, public bodies and corporate clients, is of the highest standard in all respects.

### **Our customer service ethos**

We aim to deliver our services in a courteous, fair and impartial manner. We will be sensitive to our customers’ particular needs and circumstances and respect their rights under equality and other legislation.

### **Our performance**

Details of our services and the standards we aim to achieve will be published in our Customer Service Action Plan 2004-2007. We will continue to monitor and evaluate our performance and publish the results in our Annual Report.

### **Provision of information**

We will continue to make available a wide range of material of relevance and interest to our customers in an accessible, clear and timely manner.

## **Contacting the Department**

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 endeavour to issue a full answer to 75% of correspondence within 15 working days.
- If this is not possible, we will issue an interim reply, explaining the position and indicating when you can expect a final reply.
- We will write in clear language and if we use technical terms, they will be explained.
- We will give you a contact name and extension number.

### ***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 within one working day or at a time which suits you.
- If we are not at our desk we will activate our voicemail. We will seek to respond to voicemail messages promptly where possible and aim, as a general rule, to respond within one working day.
- Regular callers will be given a Direct Dial number so that you do not have to go through the switchboard.

### ***Visitors to our Offices***

- All visitors will be treated with respect and courtesy and provided with the maximum level of privacy possible.
- We will deal with your enquiries efficiently and promptly. If your enquiry is not relevant to this Department, we will make every effort to direct you to the Department or Office that can help you.
- We will ensure that our reception and meeting facilities are clean, accessible and maintained to a high standard.
- Staff expecting callers will notify reception. We will do our best to accommodate you if you don't have an appointment.

## **Service through Irish**

We will make every effort to accommodate customers who wish to conduct their business in Irish. Correspondence received in Irish will be answered in Irish. We are committed to meeting our requirements under the Official Languages Act 2003, including the preparation of a Scheme aimed at improving the level of our public services provided through Irish.

## Feedback: Help us to help you

We welcome and encourage feedback on any aspect of our services. To help you do this we will provide free-post comment cards in all reception areas and an on-line feedback facility on our website.

## Complaints Procedure

If you are unhappy with the service you have received, please let us know. If it is not possible to resolve the complaint with the staff member or section you have been dealing with you can address your complaint to the Quality Customer Service Officer. All complaints will be dealt with properly, fairly and impartially. We will do our best to make things right if we have made a mistake.

If you remain dissatisfied, you may refer your complaint to the Ombudsman.

## Where to Find Us

The Department's main office is located at:

**Government Buildings, Upper Merrion Street, Dublin 2.**

Our other offices are located at:

- 73 - 79 Lower Mount Street, Dublin 2.
- 2 - 4 Merrion Row, Dublin 2.
- Lansdowne House, Lansdowne Road, Dublin 4.
- Setanta Centre, Nassau Street, Dublin 2.
- Frederick Building, South Frederick Street, Dublin 2.
- 15 Lower Hatch Street, Dublin 2.

*Our business opening hours are:* Monday to Thursday  
9.15am to 5.30pm and Friday 9.15 am to 5.15pm

## How to Contact Us

**Main telephone number: (01) 6767571**

**LoCall phone number: 1890 66 10 10**

**Email address: [webmaster@finance.gov.ie](mailto:webmaster@finance.gov.ie)**

**Staff email addresses: [firstname.lastname@finance.gov.ie](mailto:firstname.lastname@finance.gov.ie)**

**Web address: <http://www.finance.gov.ie>**

**Contact: Quality Customer Service Officer,**

Department of Finance, Upper Merrion Street, Dublin 2.

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

Telephone: 01-604 5519 or LoCall 1890 66 10 10

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