



Transport Infrastructure Ireland Customer Charter 2020–2023

Introduction

Transport Infrastructure Ireland (TII) exists to fulfil an important purpose of national strategic significance, touching the lives of citizens and visitors on a daily basis. Our mission is to provide high quality transport infrastructure and services, delivering a better quality of life and supporting economic growth.

The provision of quality customer service is central to TII's activities and we strive to continually improve our business practices in order to provide the highest standards in our dealings with our customers.

This Customer Charter details the commitments we make to providing quality service to our customers.

Quality Customer Service Statement

TII is committed to providing a professional, efficient and courteous service to all our customers.

In carrying out our roles and responsibilities, our staff are committed to providing a professional, efficient and courteous service to all our customers, in accordance with the 12 Principles of Quality Customer Service (Quality Customer Service Initiative, Department of Public Expenditure & Reform. Please see [Appendix](#)).

What to expect when you contact us

Our commitments to you:

We will:

- Treat you with courtesy and respect.
- Protect your information and respect your right to privacy.
- Ensure our services are accessible.
- Provide accurate and comprehensive information, using clear and simple language in our communications.
- Ensure that material on our website www.tii.ie is up-to-date and accessible.
- Conduct business through Irish, where requested.
- Provide redress when you have a complaint.

When you contact us by letter or email:

- We will acknowledge receipt of correspondence within 5 working days.
- We will issue a full response within 20 working days.
- We will provide you with a contact name, telephone number and email address so that you can contact us again if you need to.

When you contact us by phone:

- We will provide an automated routing system on our switchboard to provide maximum flexibility and convenience for you in directing your call to the appropriate TII Department.
- Alternatively, if you wish to speak to an operator, courteous and helpful staff will answer your call promptly.
- We will give you our name and endeavour to provide you with the information you need.

- If we cannot deal with your query immediately, we will find the information you need and call you back.
- If your call needs to be transferred to another area, we will tell you the name of the area and why you are being transferred.

When you visit our offices:

- We will treat you in a courteous and respectful manner at all times.
- We will ensure that our reception and meeting facilities are accessible for everyone and comply with Health & Safety standards.

Help us to help you

To make our service better for you we ask that you:

- Give full and accurate information in all your dealings with us.
- Treat our staff with courtesy and respect.

Feedback

Feedback is important to us as it helps us to continually improve our services.

- If you wish to give feedback on the service you received, you can submit a comment or compliment on the Customer Service Feedback area of our website www.tii.ie.
- We will refer your comments and compliments to the relevant area.

Complaints procedure

TII operates a complaints procedure that may be availed of by customers who feel that they may not have been treated

adequately, courteously or fairly in their dealings with the staff of TII.

If you are dissatisfied with some aspect of our service, please express this to the person with whom you are dealing who will try to help. If you prefer, please ask to speak to a manager who will also try to help as we aim to resolve all difficulties at local levels where at all possible.

If you remain dissatisfied and wish to make a complaint, you may contact our Head of Regulation and Administration, as follows:

Head of Regulation and Administration
Transport Infrastructure Ireland
Parkgate Business Centre
Parkgate Street
Dublin 8
D08 DK10

Email: customerservice@tii.ie

Phone: (01) 646 3600

How we will respond to a complaint

- We will acknowledge receipt of your complaint within 5 working days.
- We will issue a full response to your complaint within 20 working days, where practicable.
- If we are unable to issue a full response to your complaint within 20 working days, we will issue an interim reply explaining the reason why more time is required to respond.

Further information in relation to TII's Customer Complaints Procedure is provided on the Customer Service page of our website, www.tii.ie.

Monitoring and evaluating our performance

- We will monitor our service performance through the use of internal management systems and reports and through feedback received from our customers.
- We may also use external evaluation mechanisms, such as mystery shopping, to monitor particular aspects of our performance.



Appendix

The 12 Principles of Quality Customer Service

(Quality Customer Service Initiative, Department of Public Expenditure & Reform)

In their dealings with customers, Public Servants will ensure that services are provided in accordance with the 12 Principles of Quality Customer Service.

1. Quality Service Standards

Publish a statement that outlines the nature and quality of service which the customer can expect, and display it prominently at the point of service delivery.

2. Equality / Diversity

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.

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.

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.

5. Timeliness and Courtesy

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

Provide contact details in all communications to ensure ease of ongoing transactions.

6. Complaints

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

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.

8. Consultation and 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.

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.

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.

11. Better Co-ordination

Foster a more co-ordinated and integrated approach to delivery of public services.

12. Internal Customer

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

