



Transport Infrastructure Ireland Customer Action Plan 2020–2023

Introduction

TII's Mission is to provide high quality transport infrastructure and services, delivering a better quality of life and supporting economic growth.

In the fulfilment of our Mission, our Customer Charter outlines our commitment to providing a professional, efficient, and courteous service to all our customers.

This Customer Action Plan develops the commitments and standards set out in our Customer Charter and outlines the nature and quality of service customers can expect to receive.

Quality Service Standards

In our Customer Charter, we commit to providing quality service to all our customers. We will ensure that our customers are aware of the level of service they can expect in their dealings with us. Together, our Customer Charter and our Customer Action Plan describe our quality service commitments and how these will be delivered and evaluated.

Key action points:

We will:

- Publish our Customer Charter and Customer Action Plan on our website, www.tii.ie.
- Prominently display our Quality Customer Service Statement in our office.
- Communicate our Customer Charter and Customer Action Plan to all TII staff.
- Invite feedback on our website, www.tii.ie.

- Highlight the importance of our service standards, by providing Customer Service Awareness training to key staff who regularly interact with our customers.

Equality / Diversity

We are committed to providing a service that complies fully with equality legislation and accommodates the needs of all our customers, external and internal.

Key action points:

We will:

- Treat all customers equally and in accordance with relevant legislation.
- Implement the commitments that we make in our [Irish language Scheme](#), prepared under the Official Languages Act 2003.
- Ensure that corporate documents are available in a range of accessible formats upon request, where practicable, in line with accessibility standards set out in the NDA Guidelines "First Steps in Producing Accessible Publications".

Physical Access

We will provide clean, accessible public offices that facilitate privacy, comply with occupational and safety standards and facilitate access for people with disabilities or specific needs.

Key action points:

We will:

- Ensure that suitable access and facilities are in place in our offices for customers and staff, including those with specific or additional access needs.
- Provide assistance and guidance, where required, to persons with disabilities who want to access our services. Contact details for the TII Access Officer are available on our website www.tii.ie.

Information

TII takes a proactive approach in providing information that is clear, accurate and up to date.

Key action points:

We will:

- Provide customers with information that is comprehensive, clear, accurate and accessible for customers with specific needs, where practicable.
- Ensure that our website www.tii.ie conforms to accessibility guidelines.
- Process all customer information in accordance with the General Data Protection Regulation (GDPR) and Data Protection Acts 1988 to 2018, through the promotion of a culture of awareness and compliance.

Timeliness and Courtesy

We will deliver quality services with courtesy and efficiency.

Key action points:

We will:

- Treat all customers with courtesy and respect.
- Acknowledge receipt of correspondence within 5 working days.
- Respond to correspondence as quickly as possible and no later than 20 working days.
- Answer telephone calls promptly.
- Give our name to the customers we are dealing with.

Complaints

We operate 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.

Key action points:

We will:

- Provide a dedicated customer service page on our website, www.tii.ie, which details our customer complaints procedure.
- Raise awareness of staff in relation to effective complaint handling.
- All complaints received will be acknowledged within 5 working days.

- All complaints received will be responded to within 20 working days (if this is not possible, an interim reply will be issued within the 20 working days explaining the up-to-date position).

Choice

We will provide choice, where feasible, in the delivery of our services.

Key action points:

We will:

- Continue to provide a range of contact channels for customers including: telephone, face to face, email and through our website www.tii.ie.
- Make full use of new and emerging technologies to improve the delivery of services and the range of service delivery channels available to customers.

Consultation and Evaluation

The views of our customers are important to us.

Key action points:

We will:

- Invite customers' feedback and continue to provide easy access to customers who wish to give us feedback on the standard of our service delivery. Details of how to make a comment or complaint are available on the customer service page of our website www.tii.ie.
- Review TII's performance in meeting the quality service commitments set out in our Customer Charter and Action Plan.



