



An Roinn Gnó,  
Fiontar agus Nuálaíochta  
Department of Business,  
Enterprise and Innovation

# Customer Service Action Plan 2019 -2021



## Customer Service Action Plan 2019-2021

The Department of Business, Enterprise and Innovation (DBEI) is committed to providing a professional, efficient and courteous service to all of its customers. Our Customer Action

Plan 2019-2021 describes in detail how the commitments and standards set out in our [Customer Charter 2019-2021](#) will be delivered.

## Mission of the Department

The Mission of the Department of Business, Enterprise and Innovation, as stated in our [Statement of Strategy 2018-2021](#), is as follows:

*“We will lead on the creation and maintenance of high quality and sustainable full employment across all regions of the country by championing enterprise and innovation across government, by supporting a competitive business base to incentivise work, enterprise, trade, innovation and investment and by promoting fair and competitive markets as well as best business practice through the regulatory and enforcement work of the Department, its Offices and its agencies.”*

The Department 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, science, technology, innovation, intellectual property, trade, consumer policy, competition policy, commercial regulation, employment rights protection as well as the promotion of stable industrial relations.

## Structure of the Department

The Department is currently organised into [7 functional Divisions](#), which broadly reflect the breadth of its statutory remit. The Divisions are:

1. Innovation and Investment Division
2. Workplace Regulation and Economic Migration Division
3. EU Affairs, Trade Policy and Licensing Division
4. Commerce, Consumer and Competition Division
5. Indigenous Enterprise, Digital and Finance Division
6. Strategic Policy Division
7. Corporate Services Division

Given the nature of the Department's responsibilities, functions and roles, the 7 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, etc. The Department also consults with a wide range of stakeholders, including the social partners, business and sectoral representatives, trade unions, research forums and institutions, etc. The

Department's customer base is, therefore, very broad, with only a small number of business units having considerable interaction with the public. A list of key stakeholder groups with which the Department regularly interacts is included in Appendix 3 of the Department's [Statement of Strategy 2018-2021](#).

Another important function of the Department is liaising with its Statutory Offices and with the many State Agencies under its aegis. In the context of the responsibilities conferred on the Department, these Statutory 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 to individual customers by the Department through the dedicated structure of Statutory Offices and State Agencies include employment rights adjudication, patents and trade marks registration, company registration and filing, occupational health and safety and consumer issues. Having regard to the high level of direct engagement by the Offices of the

Department with members of the public, many of the Offices have developed their own Customer Charters, Customer Action Plans and Language Schemes, where appropriate.

## **Our Commitment to our Customers**

Mindful of the very broad range of stakeholders with which the Department interacts, the Department is committed to providing a professional, efficient and courteous service to all of its customers. 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 guiding [Principles of Quality Customer Service](#) (QCS) which have been adopted across the public service.

## 1. Quality Service Standards

We will aim to:

- Publish a new Customer Charter and Customer Action Plan (CAP) 2019-2021 in both Irish and English. This will inform our customers and stakeholders of the standards of customer service that they can expect over the lifetime of the Plan.
- Make the Customer Action Plan and Customer Charter available in the Customer Services area on our website.
- Display the Customer Charter in the reception areas of the Department's main buildings.
- Monitor progress made in achieving the customer service standards outlined in our Customer Charter and Action Plan.

## 2. Equality and Diversity

We will aim to:

- Comply with all equality legislation including the Employment Equality Act, 1998, the Equal Status Act, 2000 and the Equality Act, 2004.
- Promote staff awareness of equality and diversity issues by offering training and awareness campaigns and through the use of the DBEI Intranet.
- Ensure that all customers are treated equally and in accordance with relevant legislation.
- Provide appropriate interpretation and translation services, including sign language, to meet customer needs, when required.
- Provide application forms in alternative formats such as Braille, audio or other languages (as far as practicable), on request.

## 3. Physical Access

We will aim to:

- Regularly monitor our public offices to ensure that they comply with occupational and safety standards.
- Ensure that there are suitable facilities in place for customers, including those with special needs, when dealing with staff of the Department.
- Regularly review Safety Statements for each of the Department's buildings.
- Where assistance is required by persons with disabilities in accessing our services, the Department's [Access Officers](#) will provide assistance and guidance.

## **4. Information**

We will aim to:

- Provide customers with information that is appropriate, comprehensive and accurate.
- Use clear and simple language in application forms and leaflets.
- Respond to customer queries in a timely manner.
- Make information available in alternative formats such as Braille, audio, or other language (as far as practicable), on request.
- Provide material on our website [www.dbei.gov.ie](http://www.dbei.gov.ie) in a manner that conforms to web content accessibility guidelines.
- Process all customer information in accordance with the Data Protection legislation.
- Continue to provide LoCall and e-mail access to our main business areas and also provide electronic access to our leaflets and application forms.

## **5. Timeliness and Courtesy**

We will aim to:

- Treat all customers with courtesy and respect.
- Acknowledge all correspondence within 5 working days.
- Respond to correspondence in clear plain language within 15 working days.
- Keep customers informed of progress if undue delays occur in dealing with their correspondence.
- Inform customers, via our website, of any delays being experienced in processing [Employment Permit](#) application forms.
- Answer telephone calls promptly and politely.
- Give the name of the Business Unit and the name of the staff member when answering telephone calls.
- Give contact details on all written and e-mail communications.
- Continue to offer appropriate customer service training to frontline staff.

## **6. Complaints About Quality of Customer Service Provided**

We will aim to:

- Make details of our [Complaint Procedures](#) available on our website
- Investigate complaints made about the quality of customer service provided promptly, fairly and impartially and respond to complainants within the timeframes specified.
- Review customer feedback from the operation of our complaint procedures with a view to further improving service delivery.

## 7. Appeals

We will aim to:

- Advise customers of the availability of a review of a decision made relating to the quality of service provided by the Department.
- If the matter remains unresolved after all review procedures have been fully exhausted under the Department's [Complaint Procedures](#), customers will be advised of their right to appeal to the Office of the Ombudsman.

## 8. Consultation and Evaluation

We will aim to:

- Facilitate customers to share their views on our service delivery through the Customer Service area ([Make a comment](#)) of our website.
- Review customer feedback with a view to further improving service delivery.
- Ensure meaningful consultation, including the use of customer satisfaction surveys, with customer representative groups and other interested parties when reviewing and redesigning services.
- Ensure that the levels of service provision and delivery by the Department are evaluated on a regular basis.

## 9. Choice

We will aim to:

- Provide a range of appropriate contact channels, for example, LoCall telephone numbers, e-mail and through our website:- [www.dbei.gov.ie](http://www.dbei.gov.ie).
- Continue to provide information on-line and through appropriate channels.
- Continue to make electronic payment facilities available, where appropriate.
- Seek to progress and broaden the range of services available to customers on-line.

## **10. Official Languages Equality**

We will aim to:

- Comply with our obligations under the Official Languages Act 2003.
- Publish major publications such as the Department's Annual Report and Statement of Strategy in Irish and English.
- Make available main pages of our website [www.dbei.gov.ie](http://www.dbei.gov.ie) in both Irish and English.
- Reply in Irish to all correspondence received in Irish.
- Provide signage in public offices in both Irish and English.
- Continue to encourage and support staff to learn Irish and/improve their Irish language skills.
- Ensure that customers who wish to deal with the Department by e-mail through Irish are catered for at [gaeilge@dbei.gov.ie](mailto:gaeilge@dbei.gov.ie)

## **11. Better Co-ordination**

We will aim to:

- Participate in inter Departmental and cross Governmental fora, such as the Quality Customer Service (QCS) Network, in order to ensure that our approach to service delivery is consistent with best practice across the Public Service.

## **12. Internal Customer**

We will aim to:

- Keep staff informed of developments in the Department, where appropriate, through use of relevant channels of communication including the DBEI intranet.
- Consider the development of new approaches, including e-delivery methods, to provide for high quality training and development of staff.
- Offer training in customer service and other related training to staff who are in regular contact with members of the public.
- Conduct regular surveys to determine internal customer satisfaction and address issues arising.

## ADDITIONAL INFORMATION

Our Customer Charter is available in Irish and in electronic format on our website at

[www.dbei.gov.ie](http://www.dbei.gov.ie)

### How to Contact Us

Our main switchboard is open from 9.00am to 5.30pm (except Fridays, to 5.15pm).

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



## Contacting our Offices

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

Area / Services	Phone	Website or Email
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	01 804 5499 0818 452 000	<a href="http://RFS - Registry of Friendly Societies (cro.ie) rfs@enterprise.gov.ie">RFS - Registry of Friendly Societies (cro.ie)</a> <a href="mailto:rfs@enterprise.gov.ie">rfs@enterprise.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>
Office of the Director of Corporate Enforcement	01 858 5800	<a href="http://www.odce.ie">www.odce.ie</a> <a href="mailto:info@odce.ie">info@odce.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>

## Contacting our Agencies

If you need information on the services and standards of the following Agencies, please contact them directly.

Area / Services	Phone	Website or Email
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	045 983 600	<a href="http://www.iaasa.ie">www.iaasa.ie</a> <a href="mailto:info@iaasa.ie">info@iaasa.ie</a>
Local Enterprise Office		<a href="http://www.localenterprise.ie">www.localenterprise.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>
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>
Science Foundation Ireland	01 607 3200	<a href="http://www.sfi.ie">www.sfi.ie</a> <a href="mailto:info@sfi.ie">info@sfi.ie</a>