





COMMENTS AND COMPLAINTS

- If you wish to **give feedback** on good service you received, you can make a comment.
- If you are **unhappy with the quality of service** you received you can make a formal complaint.
- We deal with your complaint properly, fairly and impartially:

We acknowledge complaints within
 **3 working days** of receipt

We deal with complaints within
 **15 working days**, where practicable.

or where this is not possible, an interim response will issue.



HOW TO SUBMIT A COMMENT OR COMPLAINT

- **Visit** the [Contact Us](#) or [Comments and Complaints](#) area of our website www.welfare.ie;
- **Talk** to an Intreo Centre staff member;
- **Call us** on (071) 919 3302 or 1890 66 22 44 *
- **Write** to Customer Service, Social Welfare Services, College Road, Sligo.

www.welfare.ie

HOW TO CONTACT US

Talk to an Intreo Centre staff member

Visit the [Contact Us](#) area of our website
www.welfare.ie

Call us on (071) 919 3302 or 1890 66 22 44 *

** The rates charged for 1890 numbers may vary among service providers. These rates can be considerably higher from mobile network providers.*



**2016 -
2018**

Department of Social Protection

Customer Charter



An Roinn Coimirce Sóisialaí
Department of Social Protection

This Customer Charter sets out the level of service customers can expect when dealing with the Department. The Customer Action Plan, which is available on our website www.welfare.ie sets this out in more detail.

COMMITMENTS TO OUR CUSTOMERS

Level of service to expect when contacting or visiting the Department

If you write, email, telephone or visit, we will:

- Treat you equally, with courtesy and respect.
- Inform you of your rights, entitlements and responsibilities.
- Protect your information.
- Respect your right to privacy.
- Provide translation and interpretation services, including sign language, as required.
- Ensure our services are fully accessible.
- Conduct business through Irish, where requested.
- Provide redress when you have a complaint.



Translation & Interpretation services are available

Monitor / evaluate

- We monitor our performance through the use of internal management information systems, consultation with customers and feedback received through the Comments and Complaints procedure.
- We report on our performance in the Department's Annual Report published on www.welfare.ie.




WHAT TO EXPECT WHEN YOU CONTACT US

Our information




- We provide clear, accurate and comprehensive information on all our schemes and services.
- We ensure that material on our website www.welfare.ie is up-to-date and accessible.
- We use clear simple language in our application forms, information leaflets and communications.

When you contact us by letter or email

- We aim to respond to correspondence within  **15 working days.**
- We give a contact name, telephone number and email address (if contact by email) so that you can contact us again if you need to.

When you contact us by phone

- We answer calls within the following timeframes:

30% of calls within		1 minute
90% of calls within		3 minutes
100% of calls within		5 minutes
- We give you our name and identify our area of work.
- If we cannot deal with your query immediately, we 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 the Department

- We ensure our public offices are fully accessible for all customers and comply with Health and Safety standards.
- All visitors with appointments are seen promptly.

How we deal with your claim

- We process any claim you make properly, fairly and impartially in a timely way.
- We advise you of the outcome of your application and we inform you of the reason(s).
- We advise you of your right to review and / or appeal.



HELP US TO HELP YOU

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

- Have your PPS number or employer number to hand when you call or visit us.
- Give full and accurate information when you contact us. Be fully honest with us.
- Tell us if your circumstances change.
- Bring your Public Services Card or suitable photo ID when you visit our offices.
- Complete all forms correctly and bring all documents needed for your appointment.
- Remember, if you deliberately provide untrue or misleading information, you may be prosecuted.
- Treat our staff with courtesy and respect.

We value your opinion

Let us know when you get good service, when things go wrong, or how you think we can improve our services. This will allow us serve you better.