



**An Coimisiún um Chaidreamh san Áit Oibre**  
**Workplace Relations Commission**

## **Customer Service Charter**

### **Introduction**

The Workplace Relations Commission aims to promote harmonious workplaces by delivering a workplace relations service which is simple to use, independent, effective, impartial, cost effective and provides for a workable means of redress and enforcement, within a reasonable period of time.

The Workplace Relations Commission is comprised of five Divisions:

- Advisory and Corporate
- Conciliation, Mediation and Early Resolution
- Adjudication
- Inspection and Enforcement
- Legal Directorate

This Charter sets out the standards and level of service you can expect when dealing with our organisation. It does not cover in detail all the functions and services we provide but outlines our commitment to you, and describes:-

- the levels of service you are entitled to expect in your dealings with us
- how to make a complaint
- how to help us to help you
- how to contact us

### **Information**

- We will aim to give you clear, accurate, comprehensive and up-to-date information on our services

- As far as reasonably possible, we will make our information available in a format that meets your needs
- We will use simple, clear language in our forms and information leaflets
- We will endeavour to make sure our website, [www.workplacereactions.ie](http://www.workplacereactions.ie), is up-to-date, relevant, easy to use and accessible to all our customers
- We will seek to further develop online interactive services

### **Accessibility**

We will ensure that all our public spaces and meeting rooms comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

Our Access Officer can arrange extra help for people with disabilities who use our information, services and attend our events. You can contact our Access Officer by E-mail:

[customerservice@workplacereactions.ie](mailto:customerservice@workplacereactions.ie) or by phoning us on (01) 613 6666, LoCall: 1890 220 227\*.

### **Equality**

In our dealings with customers we will ensure that the right to equal treatment established by equality legislation is upheld.

### **Confidentiality**

- We will provide the necessary facilities in order to conduct business in a confidential manner
- All information, both personal and business, provided by you, will be dealt with in a confidential manner and in a way that respects your dignity.

### **Our Service Levels**

The Workplace Relations Commission does not in general operate a public walk-in office but nonetheless has dealings with customers on a regular basis.

### **When you contact us by telephone we will:**

- answer your call as quickly as possible
- give you our name and our area of work
- be helpful and courteous and give you as much useful information as possible
- try to deal with enquiries without passing callers to a colleague
- take your details and call you back if we cannot deal with your query immediately

- update our voicemails to say if we are in or out of the office and give you the name and phone number of someone else who can help you
- respond to voicemail messages promptly
- give you a LoCall number if you need it for one of our offices\*

*\*Please note that the rates charged for LoCall numbers may vary among service providers and may be significantly higher if you use a mobile phone.*

**When you contact us by letter or e-mail we will make every effort to:**

- acknowledge receipt of your letter or e-mail within 10 working days
- provide a response to your letter or e-mail within 15 working days
- write and tell you when you can expect a full reply if we cannot answer your query within 15 working days
- use clear, simple language with no jargon or complex technical terms
- give you a contact name, phone number (including a LoCall number, if available), reference number (if appropriate), fax number and e-mail address so that you can contact us again if you need to

**When you visit our offices we will:**

- treat you with courtesy and respect
- see you punctually if you have an appointment
- do our best to see you if you do not have an appointment
- provide suitable areas for meetings and make sure that our offices are safe, clean and accessible for all service users
- provide appropriate privacy

**When carrying out inspections we will:**

- act in a professional and courteous manner
- show our identification card or warrant or leave a business card where requested, but have a right of access to workplaces
- give helpful information, advice and guidance on good employment relations
- enforce the legislation in a targeted, fair, consistent, open and accountable manner

## **Our Complaints Procedure**

If you are unhappy with the quality of the service you receive from us, you have the right to complain. We define a complaint as an expression of dissatisfaction concerning the provision of a service or services by the WRC as set out in our Customer Services Charter, which remains unresolved following an initial attempt by the customer to raise this with relevant line division of the WRC. A complaint can only be logged/accepted by the WRC Customer Complaints area, once we are assured that we have already had an attempt to resolve the issue but failed.

## **How we will deal with your complaint**

- We will treat your complaint promptly, fairly and impartially
- We will advise you how to access our Customer Service Complaints Procedure so that you will know how to make a complaint and how we will deal with your complaint
- We will write to you and acknowledge your complaint within 10 working days
- We will aim to deal with all complaints within 15 working days. If this is not possible, we will write and tell you when we expect to give you a full answer
- When we receive your complaint, one of our “Customer Services Team” will examine it and then pass it on to the relevant staff member(s) or Sections to deal with it.
- If you are not satisfied with the outcome, we will advise you about our review procedures. Our Divisional Complaints Officers, who are members of our senior management team, handle all reviews.

## **Evaluation and Reporting**

The Workplace Relations Commission is committed to providing quality customer services. To ensure that our customers are satisfied with the standard of our service delivery, we commit to having regard to feedback from customers when we review and re-design our services

## **Services through Irish and other languages**

- We will aim to do our best to facilitate our customers who want to conduct their business in Irish in accordance with our obligations under the Official Languages Act 2003
- If you write to us in Irish, we will reply to you in Irish
- We will publish important documents such as our *Statement of Strategy* and *Annual Report* simultaneously in Irish and English

- We will aim to do our best to facilitate our customers for whom English is not a first language. Our publications are available in a number of languages on line at [www.workplacerelations.ie](http://www.workplacerelations.ie)

### Help Us to Help You

To assist the Workplace Relations Commission in providing a quality service to you, we request that you:

- Ensure that all referrals are completed as accurately as possible
- Provide all necessary supporting documentation
- Respond to requests for additional information as promptly as possible
- Quote reference numbers, where available, in all correspondence/communications
- Give full and accurate information when you contact us
- Make an appointment in advance if calling to meet a specific person
- Attend meetings in a timely manner
- Inform us beforehand if you are unable to keep an appointment
- Treat our staff with courtesy and respect

### Internal Customer

The Workplace Relations Commission recognises its staff as internal customers and extends the courtesy and rights afforded to its external customer to them also.

### How to Contact Us

<p><b>Workplace Relations Commission</b> Main contact details</p>	<p>Phone: LoCall 1890 220 227* E-mail: <a href="mailto:customerservice@workplacerelations.ie">customerservice@workplacerelations.ie</a> Web: <a href="http://www.workplacerelations.ie">www.workplacerelations.ie</a></p>
<p><b>Workplace Relations Customer Services</b> (Provides information on industrial relations and rights and</p>	<p>Workplace Relations Commission O'Brien Road Carlow</p>

<p>obligations under Irish employment and equality legislation)</p>	<p>R93 W7W2  Phone: (059) 917 8990  Lo-Call: 1890 80 80 90*  E-mail: <a href="mailto:customerservice@workplacereleations.ie">customerservice@workplacereleations.ie</a>  Web: <a href="http://www.workplacereleations.ie">www.workplacereleations.ie</a></p>
<p><b>Inspection and Enforcement</b>  <b>Regional Manager</b>  Fran Power</p>	<p>Workplace Relations Commission  O'Brien Road  Carlow  R93 W7W2  Phone: (059) 917 8990  Lo-Call: 1890 80 80 90*  E-mail: <a href="mailto:customerservice@workplacereleations.ie">customerservice@workplacereleations.ie</a>  Web: <a href="http://www.workplacereleations.ie">www.workplacereleations.ie</a></p>
<p><b>Corporate and Advisory Service</b>  Philip Gallagher</p>	<p>Workplace Relations Commission  Lansdowne House  Lansdowne Road  Ballsbridge  Dublin 4  D04 A3A8  Main switchboard: (01) 613 6666  LoCall: 1890 80 80 90  E-mail: <a href="mailto:customerservice@workplacereleations.ie">customerservice@workplacereleations.ie</a>  Web: <a href="http://www.workplacereleations.ie">www.workplacereleations.ie</a></p>
<p><b>Adjudication</b>  Vivian Jackson  Hugh Lonsdale</p>	<p>Workplace Relations Commission  Lansdowne House  Lansdowne Road  Ballsbridge  Dublin 4  D04 A3A8  Main switchboard: (01) 613 6666  LoCall: 1890 80 80 90  E-mail: <a href="mailto:customerservice@workplacereleations.ie">customerservice@workplacereleations.ie</a>  Web: <a href="http://www.workplacereleations.ie">www.workplacereleations.ie</a></p>

<p><b>Conciliation, Mediation and Early Resolution</b></p> <p>Damien Cannon</p>	<p>Workplace Relations Commission</p> <p>Lansdowne House</p> <p>Lansdowne Road</p> <p>Ballsbridge</p> <p>Dublin 4</p> <p>D04 A3A8</p> <p>Main switchboard: (01) 613 6666</p> <p>LoCall: 1890 80 80 90</p> <p>E-mail: <a href="mailto:conciliation@workplacereleations.ie">conciliation@workplacereleations.ie</a></p> <p><a href="mailto:mediation@workplacereleations.ie">mediation@workplacereleations.ie</a></p> <p>Web: <a href="http://www.workplacereleations.ie">www.workplacereleations.ie</a></p>
<p><b>Workplace Relations Commission,</b></p> <p><b>Regional Manager</b></p> <p>Brendan Hogan</p>	<p>Workplace Relations Commission</p> <p>Centre Park House</p> <p>Centre Park Road</p> <p>Cork</p> <p>T12 WK72</p> <p>Phone: (021) 454 9300</p>
<p><b>Workplace Relations Commission,</b></p> <p><b>Regional Manager</b></p> <p>John Kelly</p>	<p>Workplace Relations Commission</p> <p>Suite 2A, Level 200</p> <p>Building 4000</p> <p>Atlantic Avenue</p> <p>Westpark Business Campus</p> <p>Shannon</p> <p>Co Clare</p> <p>Phone: (059) 917 8942</p>
<p><b>Workplace Relations Commission,</b></p> <p><b>Regional Manager</b></p> <p>Bernard Rooney</p>	<p>Workplace Relations Commission,</p> <p>Marino House</p> <p>Finisklin Business Park</p> <p>Sligo</p> <p>F91 W1 WX</p> <p>Phone : (071) 918 0700</p>

<p><b>Quality Customer Service Officer</b>  <b>Freedom of Information Officer</b>  Philip Gallagher</p>	<p>Workplace Relations Commission  Lansdowne House  Lansdowne Road  Ballsbridge  Dublin 4  D04 A3A8  Main switchboard: (01) 613 6666  LoCall: 1890 220 227*  E-mail: <a href="mailto:customerservice@workplacereleations.ie">customerservice@workplacereleations.ie</a></p>
<p><b>Access Officer / Disability Liaison Officer</b>  Fiona Kilcullen</p>	<p>Workplace Relations Commission  Lansdowne House  Lansdowne Road  Ballsbridge  Dublin 4  D04 A3A8  Main switchboard: (01) 613 6666  LoCall: 1890 220 227*  E-mail: <a href="mailto:customerservice@workplacereleations.ie">customerservice@workplacereleations.ie</a></p>
<p><b>Data Protection Officer</b>  Sile Larkin</p>	<p>Workplace Relations Commission  Lansdowne House  Lansdowne Road  Ballsbridge  Dublin 4  D04 A3A8  Main switchboard: (01) 613 6666  LoCall: 1890 220 227*  E-mail: <a href="mailto:customerservice@workplacereleations.ie">customerservice@workplacereleations.ie</a></p>

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

**WRC Corporate Services**

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