



**An Roinn Caiteachais
Phoiblí agus Athchóirithe**
Department of Public
Expenditure and Reform

Customer Charter 2019-2022

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Customer Charter 2019-2022

Our Mission

The mission of the Department of Public Expenditure and Reform is to serve the country, its people and the Government by delivering well managed and well-targeted public spending, delivered through modernised, effective and accountable public services.

The Department's Strategy Statement (<https://www.per.gov.ie/en/statement-of-strategy-2016-2019/>) and Annual Business Plans (<https://www.per.gov.ie/en/business-plan/>) are available on the Department's website.

Our Commitment to our Customers

The Department of Public Expenditure and Reform is committed to providing a professional, efficient and courteous service to all our customers, in accordance with the 12 Principles of Quality Customer Service. We will treat all our customers equally and make every effort to ensure that the services we provide reflect your needs and expectations.

This Customer Charter is the Department of Public Expenditure and Reform's public statement on the levels of service customers can expect when dealing with this Department. It does not seek to cover all the functions and services provided by the Department, but outline our commitment to you, the customer, and describes:-

- The levels of service you are entitled to expect when you contact the Department.
- How your input can contribute to the improvement of our services.
- How to obtain further information or make a complaint.
- How to contact the Department.

Levels of service to expect when contacting or visiting the Department

Whether you write, telephone, e-mail us or call to the Department in person, we will deal with your enquiry efficiently and promptly and treat you with courtesy and respect.

If your enquiry relates to a matter that comes within the remit of another public body, we will direct your enquiry to that body and inform you accordingly.

Written contact

- All correspondence will be acknowledged within 3 working days of receipt.
- A full response to all correspondence will issue within 15 working days or, where this is not possible, an interim reply will be given, explaining the reason for the delay and advising when a substantive response will issue.
- Replies will be in clear, simple language, free from jargon and technical terms as far as possible.
- Contact name, telephone number and e-mail address will be included in all written correspondence.

Telephone contact

- Calls to the main Department switchboard will be answered promptly.
- All callers will be directed to the correct area or individual.
- All staff will identify themselves when answering, giving both their name and section.
- Any callers who must be transferred will be advised of the reason for the transfer and the area or individual they are being transferred to. No caller should be transferred more than once during one phone call.
- Voicemail messages will be updated regularly. Staff will respond to voicemail messages within 1 working day of receipt.

e-mail contact

- All e-mails requiring a response will be acknowledged within 1 working day of receipt.
- A full response will issue within 15 working days of receipt or, where this is not possible, an interim reply will be given, explaining the reason for the delay and advising when a substantive response will issue.
- An automated e-mail response will issue where staff are out of the office.

- Contact name, telephone number and e-mail address will be included in all e-mail correspondence.

Visiting the Department

- All visitors to the Department will be treated in a courteous manner and directed to their destination efficiently and promptly.
- We will ensure that our reception and meeting facilities are fully accessible for all our customers, comply with Health and Safety standards and are maintained to the highest standard.

Levels of service to expect when dealing with the Department

We recognise that different groups of customers will have different priorities when dealing with the Department and may require specific commitments regarding service levels.

Customers with Disabilities

- We will ensure that the needs of people with disabilities are identified and fully catered for. We will make every effort to ensure that access to all areas of our buildings and to all of our services is maintained for people with disabilities and others with specific needs.
- Any queries customers may have in relation to disability issues or physical access can be dealt with by the Disability Liaison Officer or the Access Officer in the Department by telephone: (01) 076 100 7016 or email: disabilityliaisonofficer@per.gov.ie

Suppliers

- We will operate clear, impartial and transparent tendering and purchasing procedures in accordance with Public Procurement Guidelines.
- We will ensure that payments to suppliers are made in accordance with applicable Prompt Payment legislation and regulations.

Service through Irish

- We will make every effort to accommodate customers who wish to conduct their business through Irish. Customers can contact us at eolas@per.gov.ie.

- We are committed to meeting our obligations under the Official Languages Act 2003 and, in particular, the commitments outlined in the Department's Official Languages Scheme.

Children First

- We are committed to meeting our obligations under the Children First Act 2015 and specifically the commitments outlined in the Children First: National Guidance for the Protection and Welfare of Children.

Public Sector Duty

- We are committed to meeting our public sector duty obligations under Section 42 of the Irish Human Rights and Equality Act 2014 and specifically to: a) promoting equality of opportunity and treatment of our staff and the persons to whom we provides services; and b) to protecting the human rights of our members, staff and the persons to whom we provides services.

Websites / Publications

- The Department has a responsibility to provide information on the Department of Public Expenditure and Reform and its activities. We are committed to the ongoing maintenance and development of our website to ensure that it is accessible, informative and up to date.
- We will ensure that our publications are clear, address user needs and are available on our website.

How your input can contribute to the improvement of our services

We welcome and value your comments and suggestions on all aspects of our services. This allows us to tailor our services to fully meet your needs and serve you better. You can make a contribution to this process.

- Inform us of your views, comments or suggestions using the CSU@per.gov.ie facility on our website. Tell us about the level of service you feel you have received, particularly if you feel that it failed to reach the standard you expected.

- You can help us to help you by participating in any customer survey material we send you and sharing your views and comments.

Customer Complaints Procedure

If you are unhappy with the service you have received and if the issue cannot be resolved to your satisfaction with the staff member or section you have been dealing with, you can make a formal complaint to the Quality Customer Service officer, Ms. Helen Codd, by telephone: (01) 604 5388 or email: helen.codd@per.gov.ie

The Quality Customer Service officer will deal with your complaint properly, fairly and impartially in accordance with our Customer Complaints Procedure. All Quality Customer information is available under 'About' in the Corporate Information Menu on the Department's website. If you are not satisfied with the outcome of the investigation by the Customer Service Officer, you have the right of appeal to a senior officer.

If the matter remains unresolved, you have the right of further appeal to the Office of the Ombudsman.

Freedom of Information

The Department of Public Expenditure and Reform complies fully with the terms of the Freedom of Information Act 2014. We will make every effort to provide you with as much information as possible informally, without resort to the terms of the Act. However, should you wish to make a formal request under the Act, you should e-mail the [Freedom of Information Unit](#), Tel: (01) 604 5388.

A guide to accessing information under the Acts, [FOI Guide](#), is available on our website.

Statutory Obligations

The Department of Public Expenditure and Reform is fully committed to fulfilling all relevant statutory obligations in relation to Data Protection, Equality, Freedom of Information, Prompt Payment of Accounts and Safety, Health and Welfare at Work.

How to Contact Us

The business hours of the Department of Public Expenditure and Reform are Monday to Thursday 9:15am to 5:45pm and Friday 9:15am to 5:15pm.

Department Address	Department of Public Expenditure and Reform, Government Buildings, Upper Merrion Street, Dublin 2, D02 R583.
Telephone Number	(01) 6767571 (Main Switchboard)
Department e-mail address	CSU@per.gov.ie
Disability Liaison Officer	(01) 7737016 disabilityliaisonofficer@per.gov.ie
Access Officer	(01) 7737016 disabilityliaisonofficer@per.gov.ie
Freedom of Information Unit	(01) 604 5388 foi@per.gov.ie
Quality Customer Service Officer, Ms. Helen Codd	(01) 604 5388 (Telephone) helen.codd@per.gov.ie