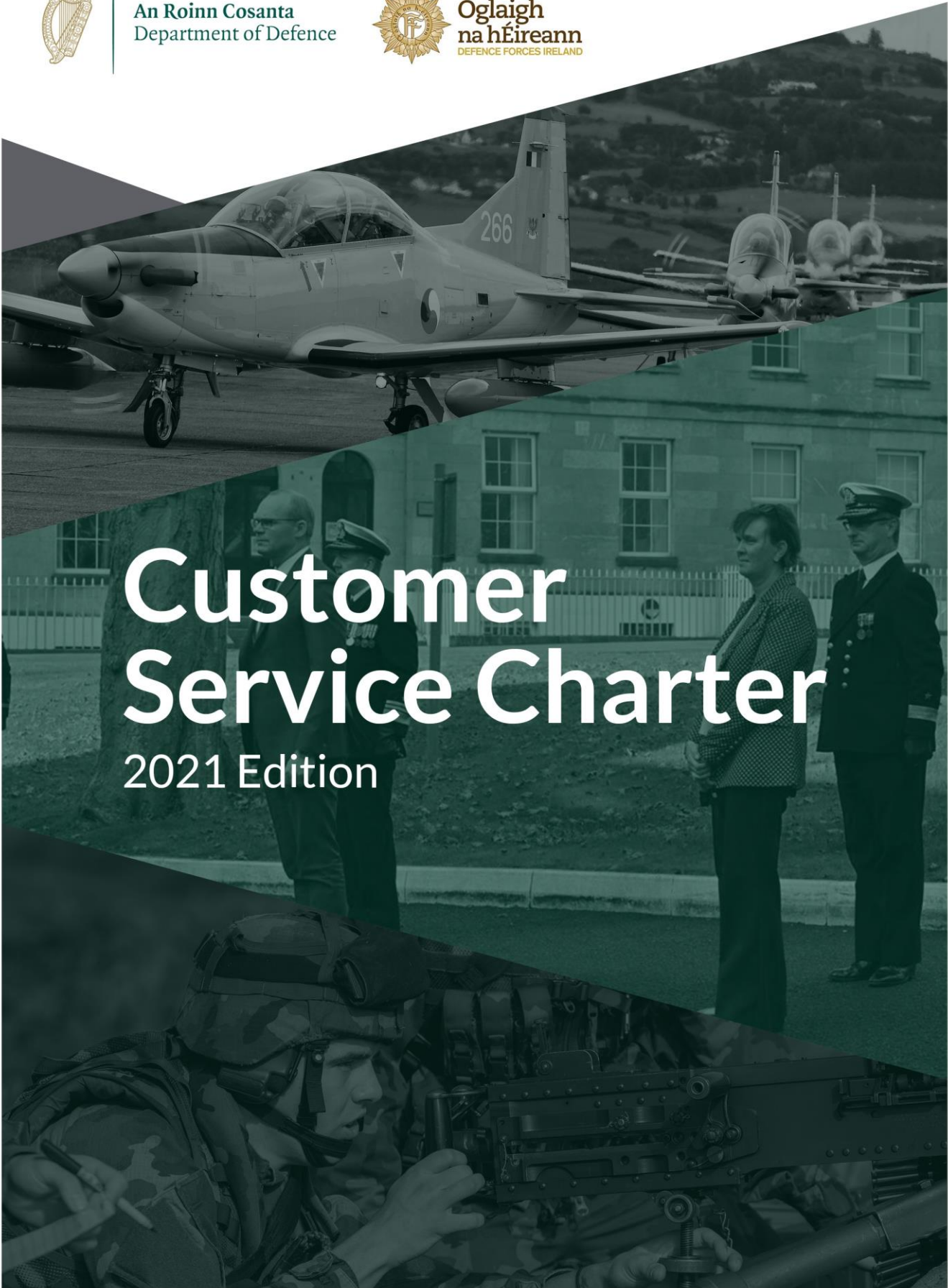




An Roinn Cosanta
Department of Defence



Óglaigh
na hÉireann
DEFENCE FORCES IRELAND



Customer Service Charter

2021 Edition

DEFENCE ORGANISATION CUSTOMER CHARTER 2021 - 2023

OUR COMMITMENT TO YOU:

The Defence Organisation (Department of Defence and the Defence Forces) will deliver a quality service with respect, courtesy and sensitivity.

BODIES ENCOMPASSED:

This Customer Charter also encompasses the following bodies under the aegis of the Department:

- The Army Pensions Board
- Defence Forces Canteen Board

SERVICES TO OUR CUSTOMERS:

The Defence Organisation is committed to the provision of the highest standard of service to all our customers. This charter sets out the standards of service we aim to provide in accordance with the principles of quality customer service, as approved by Government.

CORRESPONDENCE:

- We will acknowledge written customer correspondence (unless exceptional circumstances pertain) and electronic customer correspondence, within 3 working days of receipt, unless a definitive reply can be issued within 5 days.
- We will provide a definitive reply, where possible, to customer correspondence within 3 working weeks, otherwise an interim reply will issue.
- We will ensure that customer correspondence carries a contact name and direct dial telephone number.

TELEPHONE SERVICES:

- We operate a telephone service during routine business hours.
- We will answer calls promptly and in a courteous and friendly manner, identify ourselves to callers when answering a telephone query and provide a contact name and telephone number.
- We will provide information as quickly as possible and ensure that if we are unable to deal with a query promptly, we will call back as soon as possible.

EQUALITY:

- We are committed to providing services to all our customers on an equal status basis.

VISITS TO OUR ORGANISATION:

- If you make an appointment to visit, you will be advised in advance of the security arrangements applicable and met by a member of staff on arrival.
- Services are provided mainly during routine business hours.
- Our main offices are accessible to people with disabilities. Should you have any concerns or special needs, please let us know how we may help.

INFORMATION:

- We will ensure that information is communicated in clear, easy to understand language.
- We will publish speeches and press releases on our websites within one working day.
- All key publications are available on our websites, including our Customer Charter and Customer Service Action Plan.

SERVICES THROUGH IRISH:

- Upon request, every effort will be made to deliver services through Irish in a seamless manner. Forms/leaflets for external customers will be available bilingually in accordance with the Official Languages Act 2003.
- Key documents will be published simultaneously in Irish and English.
- Correspondence received in Irish will be answered in Irish.

EVALUATION & REPORTING:

- We will evaluate our performance against the commitments in this Charter.
- We will report on performance in our Annual Report.

HELP US TO HELP YOU:

- Please quote reference numbers when contacting us about an existing application or query.
- Please provide your contact details on all correspondence.
- Please treat our staff with courtesy and respect.
- If you have any specific needs, please let us know.

COMMENTS, COMPLIMENTS & COMPLAINTS:

- To give feedback you can submit a comment, compliment or complaint. To make a complaint, you may avail of our customer complaints procedure. This is in addition to your statutory right to make a complaint to the Ombudsman. We will co-operate with the Ombudsman or any other person/organisation that acts on your behalf.

HOW TO SUBMIT A COMMENT, COMPLIMENT OR COMPLAINT:

- You can email customer@defence.ie
- You can call us on (045) 452114
- You can write to Customer Service, Department of Defence, Station Road, Newbridge, Co. Kildare W12 AD93

WHERE TO FIND US:

The Department of Defence and the Defence Forces Headquarters are located at Station Road, Newbridge, Co. Kildare, W12 AD93.

OTHER DEPARTMENT OF DEFENCE OFFICES ARE LOCATED AT:

- Department of Defence, Finance Branch, Áras an tSáile, Renmore, Galway, H91 AN2E.
- Civil Defence Branch, Benamore, Roscrea, Co. Tipperary, E53 CY80.
- Office of Emergency Planning, National Emergency Coordination Centre, Agriculture House, Kildare Street, Dublin 2, D02 WK12.

CONTACT DETAILS:

TELEPHONE:

Department of Defence & Defence Forces Headquarters, Newbridge: (045) 492000 or (045) 45 + extension

Defence Forces Headquarters, Duty Officer (24 hrs): (01) 8042721

Department of Defence, Finance Branch, Galway:
(091) 743700 or (091) 74 + extension

Civil Defence Branch, Roscrea, Co. Tipperary:
(0505) 25310

Office of Emergency Planning, Kildare Street, Dublin: (01) 2373800

WEBSITES:

www.gov.ie
www.military.ie
www.civildefence.ie
www.emergencyplanning.ie
www.winterready.ie

EMAIL:

Department of Defence Staff:
firstname.lastname@defence.ie

CUSTOMER SERVICE OFFICERS:

Department of Defence, Station Road,
Newbridge, Co. Kildare, W12 AD93.
Tel: (045) 452114 Email: customer@defence.ie

Defence Forces Customer Service Officer,
Station Road, Newbridge, Co. Kildare, W12 AD93.
Tel: (045) 445306 Fax: (045) 491169
Email: info@military.ie

OFFICE OF THE OMBUDSMAN:

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