



POBAL CUSTOMER CHARTER



2019 - 2021

Introduction

The purpose of this customer service charter is to set out the standard of service and behaviour which should underpin our interactions with all customers.



The Customer Action Plan setting out Pobal's plan to implement these principles is available on our website. Please find link below:

<https://www.pobal.ie/app/uploads/2020/03/Pobal-Customer-Action-Plan.pdf>

This Customer Charter has been compiled in line with the 12 Guiding Principles of Quality Customer Service, as published by the Department of Public Expenditure and Reform.

Pobal's Mission

Our mission is to work with Government and local and national community organisations to combat social exclusion and to improve outcomes for communities, families, individuals and children. We work to provide an efficient and robust programme and grant management service for the Irish Government. This work is underpinned by high standards in accountability of allocations and financial management, and ongoing support to all those we serve.



CUSTOMER COMMITMENTS

In managing our programmes, we are committed to the principles of community development delivered through a beneficiary-centred approach that reflects our value-base and ethos. In this regard, we make the following commitments to you, our customer:

1. Courtesy

Pobal is committed to interacting with you in an open, supportive, courteous and professional manner. We will work with you in a way that fosters mutual understanding, open communication, positive regard and mutual respect.



2. Timeliness

Pobal will offer you a prompt, accurate and efficient response in all of our dealings with you. All verified payments will be made to you in compliance with the relevant sections of The Prompt Payment of Accounts Act 1997 and the European Communities (Late Payment in Commercial Transactions) Regulations 2012.



3. Transparency

Pobal is committed to transparency in all of our decision making processes (in line with the Freedom of Information Act 2014, the Data Protection Act 2018 and the General Data Protection Regulation).



4. Access & Communications

Pobal will use accessible and user-friendly methods of communication including our website and a range of social media. We will meet people in a mutually convenient and accessible location – a Pobal office or an alternative facility that is compliant with current occupational health and safety standards.



5. Efficiency

Pobal will endeavour to offer you an efficient and supportive service through the provision of a regionalised staff structure with named contact personnel. This will facilitate the building of strong working relationships and foster trust and responsibility leading to solution-focused attitudes and outcomes.

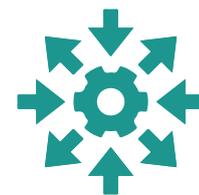


6. Enhanced service co-ordination

Pobal recognises the need for and the added-value of coordinated service to improve and strengthen quality service delivery at local level.

In pursuance of this objective, Pobal will link and work collaboratively with a range of structures / organisations at national, regional and local level to help advance greater coordination of the type of services we deliver.

Our overall aim is to benefit our target groups, many of whom are severely disadvantaged and socially excluded.



7. Equality & Diversity

Pobal will conduct its business in strict adherence to equality legislation and specifically by working in an informed and mindful way of the nine grounds on which discrimination is prohibited. Our work and interactions will also be guided by Pobal's in house Equality Framework which we review on a continuous basis.



8. Reviews

Pobal will implement a formalised, transparent and accessible system of review (appropriate to the Programme you are dealing with) for beneficiaries who are dissatisfied with our service. For example, this may relate to the accuracy or quality of information, or to decision making with regard to grant allocation or financial decisions, or to dissatisfaction with our inter-personal communication with, and to you.



9. Feedback from and to you

Pobal welcomes and encourages constructive feedback from you, both positive and negative, on any aspect of our service delivery, or with regard to your local work and practice. We will use this feedback as part of our commitment to continuously improve our service to you.

It may also assist us in our task of identifying good practice for wider dissemination to other practitioners and policy makers. Pobal will provide you with honest, evidence based and constructive feedback that is appropriate to the service or programme that you are involved with.



10. Evaluation & Reporting

Pobal strives for constant improvement in its customer service. In obtaining its goal of top quality customer service, Pobal is committed to reviewing and evaluating its customer service delivery and reporting on the outcomes of this delivery.



11. Official Languages

Pobal will make every effort to accommodate you if you wish to conduct your business through the medium of Irish and we will comply with the Official Languages Act 2003 within specified timescales.



12. Complaints

The process for making a complaint to Pobal will be as straightforward as possible. We will treat your complaint seriously and deal with it promptly, in confidence and in a fair and impartial manner, mindful of our obligations under the Freedom of Information Act. We will learn from your complaint and use it as a basis for reviewing and improving our service to our beneficiaries.



Our complaints policy may be found on our website. Please find link below:

<https://www.pobal.ie/app/uploads/2020/03/Pobal-Complaints-Policy.pdf>

COMPLIMENTS, COMMENTS AND COMPLAINTS

We value your opinion

To allow us to serve you better, we would like to hear from you. Let us know how we have performed, if we can do better and how you think we could improve.

The complaints policy mentioned above sets out the precise procedure for you to follow should you be unhappy with any part of the service that we provide.

We aim to acknowledge receipt of your complaint within 10 working days and provide a more substantive answer within 20 working days. If it is not possible to answer your query within these timeframes we will communicate with you to keep you advised of our progress.

As you will note in the policy, there is the option of having the decision or response reviewed by a senior member of our organisation. If you are still not satisfied with the response provided, it is possible for you to refer the matter to the Office of the Ombudsman. Details provided below:

Office of the Ombudsman
6 Earlsfort Terrace,
Dublin 2,
D02 W773.

T: +353 1 639 5600
LoCall: 1890 223 030
info@ombudsman.ie

Customer Responsibilities

To make our service better, we ask that you:

- Have certain information ready
- Give full information
- Give accurate information
- Treat our staff with courtesy and respect



HOW TO CONTACT US

Address for correspondence:

Pobal
2nd Floor
Ormond Building
31-36 Upr Ormond Quay
Dublin D07 N5YH

Website URL: www.pobal.ie

Telephone number: 01 511 7000

Email address: enquiries@pobal.ie

Note: The publication of a Customer Service Charter is not intended to create or confer new legal rights for customers