



GARDA
INSPECTORATE
PROMOTING EXCELLENCE & ACCOUNTABILITY

Garda Síochána Inspectorate Customer Charter

November 2018

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Purpose of this Charter

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.

Values of the Inspectorate

The values that the Inspectorate aspires to in carrying out its work are:

- **Independence:** To be objective, fair and impartial basing reports on a thorough and rigorous evaluation of considered evidence;
- **Integrity:** To act with honesty, reliability and fairness at all times;
- **Timeliness:** To carry out our responsibilities in a timely manner;
- **Courtesy and respect:** To deal with all persons and organisations in a polite, transparent and professional manner.
- **Work excellence:** To ensure that all work carried out within our remit will be to the best standard achievable.

In accordance with the 2005 Act, the Inspectorate is independent in the performance of its functions.

Our Commitment to you

Providing a good service to our clients is very important to us and we aim to achieve this by:

- Giving our customers the best possible service and advice
- Treating everyone in a proper, fair and impartial manner while at all times remaining courteous and sensitive
- We aim to ensure that rights to equal treatment and respect for human rights are upheld in the delivery of our services
- We aim to meet any special needs our customers may have, where possible.

Communications

Telephone

- Our aim is to answer all calls quickly and identify ourselves
- We will be polite and helpful, and do our best to provide people with clear and correct information
- Where we consider that your request or query is more appropriate to another office or body we will help you access that office or body.

We understand that members of the public can be experiencing some difficulties or stress but if callers become abusive, offensive or aggressive to staff members during a telephone call, staff may advise the caller that the call will be terminated if the unacceptable behaviour continues.

Written and Email Communication

- We will acknowledge all correspondence, within two working days
- We will issue final replies within 15 working days and where this is not possible we will issue an interim reply before the 15 day period is up
- We will give our name and contact details on all correspondence where appropriate
- We will issue all correspondence in clear language
- Where we consider that your request or query is more appropriate to another office or body we will help you access that office or body.

Personal Callers

- We are not a public office however we may ask you to make an appointment because of staff work commitments.
- We shall greet visitors politely, and be helpful.
- We will ensure that you are afforded privacy in your dealings with the Office where necessary.
- Where we consider that your request or query is more appropriate to another office or body we will help you access that office or body.

Services in Irish

- Every effort will be made to facilitate persons who wish to conduct their business through the medium of Irish.

Seirbhís i nGaeilge

- Déanfaidh gach iarracht chun freastal ar dhaoine ar mian leo a ngnó a dhéanamh trí mheán na Gaeilge.

Disability Access Officer

The Department of Justice and Equality Access Officer also acts as a point of contact for persons with disabilities who wish to access such services with the Garda Inspectorate.

Email: accessofficer@justice.ie

Help us to help you

Please let us know what you think of the service we provide by submitting comments, views and suggestions.

We will always endeavour to use this feedback to assist us in providing the best possible customer service.

If you were happy with the service provided please let us know. It's always nice to hear.

You can contact us at info@gsinsp.ie