



Customer Service

South Dublin County Enterprise Board Customer Service Charter

The South Dublin County Enterprise Board is a company limited by Guarantee, which was established by the Government to promote, encourage and assist local enterprise initiatives in South Dublin County. The Board is supported by the Department of Enterprise and Employment and the EU, under the Southern and Eastern Regional Operational Programme 2000—2006. In order to implement the provisions of the Operational Programme a detailed Enterprise Action Plan was drawn up by the Board. This plan has been constantly updated and the current version covers the years 2001—2003. It describes the strategies and actions which the Board has adopted in pursuit of its objectives.

The Board views all members of the public who avail of the Board's services as its Customers and strives to provide them with the Proper, Fair and Impartial assistance to which they are entitled and Redress when they are not satisfied.

Dealing "properly with people means dealing with them -

- ? *courteously*, whether the contact is in person, by telephone or by correspondence;
- ? *promptly*, and without undue delay;
- ? *correctly*, in accordance with the Board's rules and regulations, while also maintaining proper records;
- ? *sensitively*, by having regard to their age, to their capacity to understand often complex rules, to any disability they may have and to their feelings, privacy and convenience;
- ? *helpfully*, by:
 - ? simplifying procedures, forms and information on our services,

- ? providing full, clear and precise details of these services
- ? using plain language and avoiding jargon, giving our customers the name of the official who is dealing with them;
- ? *responsibly*, by not adopting an adversarial approach as a matter of course where there may be a fear of litigation.

Dealing "fairly" with people means -

- ? treating people in similar circumstances in like manner;
- ? accepting that rules and regulations, while important in ensuring fairness, should not be applied so rigidly or inflexibly as to create inequity;
- ? avoiding penalties which are out of proportion to what is necessary to ensure compliance with the regulations;
- ? being prepared to review regulations and procedures and change them if necessary;
- ? giving adequate notice before changing rules in a way which adversely affects a person's eligibility.
- ? having an internal review system so that adverse decisions can be looked at again and reviewed by someone not involved in the first decision;
- ? informing people of how they can appeal, co-operating fully in any such appeal and being open to proposals for redress;
- ? holding all information relating to our customers in total confidence, subject only to the Board's legal obligation to disclose full details of our use of public funds. In this regard, we are committed to complying with the terms of the Data Protection Acts.



