



Labour Relations Commission Customer Service Charter



Customer Service Charter



Foreword by Chief Executive

The Board of the Labour Relations Commission and its staff are committed to providing to all its clients and customers a professional, efficient and independent service.

The primary objective of the Commission is to assist parties or individuals in dispute to resolve their industrial disputes through the appropriate use of the relevant services of the Commission:

- The Conciliation Services Division
- The Advisory Services Division
- The Rights Commissioner Service

In order to fulfil this objective we rely upon those requesting our services to co-operate fully with the relevant service in providing appropriate documentation for the processing of the issues in dispute.

We require also that parties in dispute assist our staff in ensuring the timely scheduling of dates/venues for the processing of their case and the efficient conduct of the Conciliation, or Advisory or Rights Commissioner conference/hearing.

The Commission continues to review its operations in order to further improve our levels of service to our customers, including mechanisms by which we can evaluate the public value of our interventions and better ways of communicating with you in the processing of claims/disputes.

We can only achieve these improvements and service quality commitments with your co-operation and assistance.

We trust that we can all work together to ensure that the significant improvements which have taken place in Irish industrial relations can be developed further and that all interests involved in the world of work, both in the private and public sectors can be served better through the provision of effective services.

In this customer charter we outline a number of customer guarantees. These guarantees are contingent on the fullest co-operation from all.

Kieran Mulvey

Chief Executive

October 2005

OUR SERVICE COMMITMENTS TO YOU

Quality

We will provide an independent service through experienced industrial relations professionals and continuously seek to improve the quality and relevance of our services.

Neutrality

We do not take the side of any party to a dispute. We will remain impartial, neutral and independent of interest groups in the way we conduct our business.

Confidentiality

We recognise that the trust our customers place in us is essential to our credibility and value as a service provider. We will at all times respect and maintain the confidentiality of information that is entrusted to us. We will ensure that our meetings with you take place in private and that the outcomes of those meetings remain confidential, where appropriate, to the parties involved.

Responsiveness, Relevance & Timeliness

We will promptly respond to your requests or enquiries and offer you appropriate services in good time. If our Services are not appropriate to your case we will endeavour to refer you to services that may be of assistance.

Contacting or Meeting Us

When you ring us we will answer your call promptly and direct you to the appropriate staff member. When you visit us, we will acknowledge your arrival, and attend to you shortly after your arrival at our reception area. We will provide clean and accessible offices and meeting rooms that ensure privacy and meet occupational health and safety standards, including the prohibition on smoking in public offices. We will facilitate access for people with disabilities and others with specific needs.

Equality/Diversity

We will ensure the rights to equal treatment established by equality legislation are upheld in the delivery of our services. We will accommodate diversity, so that nobody will be unfairly treated on any grounds, including those related to gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community.

Official Languages Equality

When requested, we will provide services through the medium of the Irish language. Where possible, we will endeavour to assist customers whose first language is not English, to avail of our services.

Information

We will supply up to date, accurate and comprehensive information that is easily understood. We will maintain an accessible, comprehensive and updated Internet website at www.lrc.ie

Review/Evaluation

We will monitor and evaluate our service commitments to ensure optimum service delivery across all of our activities.

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Customer Surveys

From time to time, we will survey our customers on aspects of our services and publish the report of such surveys. The most recent survey report is available on our website.

Value for Money

Occasionally we will ask both employers and trade unions who have received assistance from the Commission to co-operate in assessing the value of that particular intervention. This will be an essential part of our evaluation of the resources devoted to our customers and will assist us in delivering the best possible value for the public monies invested in the Commission.

Help us to help you

To assist us in providing quality services to you, our customers, it would be appreciated if you could: -

- Ensure that all forms are fully completed and, where necessary, signed before submission
- Provide all necessary supporting documentation
- Quote reference numbers, where available, in all correspondence/communications
- Ensure that completed forms/complaints are submitted in sufficient time where time limits apply
- Make an appointment in advance if calling to meet a specific person
- Inform us in advance if you are unable to keep an appointment
- Treat our staff with courtesy and respect

Improving our service to you

We value your suggestions on how we may serve you better. If you have a complaint, or if you feel we can improve any aspect of what we do, let us know immediately so that we deal with the matter and ensure that it does not recur. Likewise, if you wish to compliment the service you received, we would be delighted to hear from you. We welcome your feedback by telephone, letter or email.

If you feel dissatisfied with the standard of service that you receive or feel improvements could be made we will deal with all comments and complaints thoroughly and fairly.

How to make a complaint

You can make a complaint by contacting Assumpta Mc Gill at the Labour Relations Commission, Tom Johnson House, Haddington Road, Dublin 4. Tel: 01-6136764, LoCall – 1890 220 227 or email Assumpta_McGill@entemp.ie. You can also call in person.

Complaints that are specific to a particular service area will be acknowledged immediately upon receipt and will be passed to the relevant Service Director for investigation. The Director will seek to resolve the matter speedily. A full reply will issue within 21 working days.

Our Contact Details

The Labour Relations Commission, Tom Johnson House, Haddington Road, Dublin 4.
Telephone: 6136700, LoCall – 1890 220 227 Fax: 01-6136701
Email: labrc@iol.ie Website: www.lrc.ie