

An Chomhairle Oidhreachta
The Heritage Council



Customer Charter

1. Our Mission Statement

The Heritage Council seeks to protect and enhance the richness, quality and diversity of our national heritage for everyone. It works with its partners, particularly at local level, to increase awareness of our national heritage and to highlight its importance to public policy and everyday life.

Key Performance Areas identified in the Heritage Council's Strategic Plan 2012-2016:

- 1) Supporting Employment*
- 2) Supporting Education and Awareness*
- 3) Supporting Heritage-based Tourism*
- 4) Modern Frameworks and Mechanisms*

We at the Heritage Council are committed to providing you, our clients with an excellent customer service. In carrying out its functions under its four key performance areas, the Council will maintain a high standard of service to all its partners and to all those looking to the Council for advice, guidance or support.

2. Delivering Quality Service

We are committed to providing an efficient and courteous service to all our clients. This document sets out clearly the type of service you can expect from the Heritage Council. Our adherence to these standards will be monitored and we will constantly strive to improve our services over time.

3. Principles of Quality Customer Service

The Heritage Council has adopted the following principles of quality service to help us deliver a quality service to our clients. We are committed to:

- Providing high quality standards of service by publishing a customer charter and displaying it prominently at our service delivery points.
- Providing clean, accessible public offices by complying with occupational and safety standards, and by facilitating access for people with disabilities and other specific needs.
- Promoting equality and diversity for all by implementing equality legislation and eliminating all barriers to service access for those experiencing poverty, social exclusion and those facing geographic barriers.
- Proactively providing information by ensuring that the potential offered by today's information and communications technology is fully availed of and is in keeping with the guidelines of web publications. We will also continue the drive for simplicity in all information available from the Heritage Council.
- Delivering a service to the public in a timely and courteous way by providing contact names to ensure ease of communication, and by delivering a quality service enable us to foster a climate of mutual respect between the Heritage Council and its clients.
- Ensuring that the needs of the public are met by providing a structured approach to consultation, participation and evaluation in which the public can participate; and by providing choices with regard to our service delivery times, location and language used.

- Providing choice, where feasible in service delivery by using available and emerging technologies to ensure maximum access and choice, along with quality of delivery.
- Providing quality services bilingually – Irish and English and other languages – where possible.
- Ensuring that our staff are recognised as internal customers, and in doing so ensure that they are properly supported and consulted with regard to service delivery issues.

4. Telephone Enquiries

- When you telephone us, we will be available where possible to answer your calls during normal office hours (9.00am to 5.00pm, Monday to Friday excluding public holidays). Our aim is to process all telephone enquires within 24 hours. An answering machine will be available when all operators are busy.
- We will answer your telephone enquiries promptly and politely
- We will identify ourselves and our area of work when you contact us.
- We also aim to be courteous, helpful, and to provide you with clear and accurate information.
- If we cannot provide an immediate answer, we will take details and call you back within 24 hours or at an agreed time.
- If we need to transfer you to another staff member we will give you their name and /or contact details if they are unavailable to take your call.
- If we have to redirect you to another Department/Agency etc we will do so with an alternate contact number.
- We will not put you on hold without explanation, nor keep you on hold without regular updates.
- Whilst currently a majority of staff do not speak Irish fluently we will make every effort to accommodate you if you wish to conduct your business through Irish.

5. Written Communications

- We will acknowledge all written communications – emails and letters – within five working days, and provide a definitive reply or answer within fifteen working days. Where an “out of office” reply is received we will give alternative contact details for written communications.
- If correspondence is received by us which is meant for another Department, Agency, etc. we will forward this correspondence on to them immediately and request that they contact you directly.

6. Meetings

- We will be available to meet you punctually and by appointment during our normal office hours.
- We will endeavour to be flexible in our arrangement for meeting you outside our office hours.
- We will receive you courteously, be helpful and fair in our dealings with you, and attempt to deal with your enquiry as soon as possible.
- We will provide appropriate facilities for meetings and ensure that our offices are clean, accessible and safe for all our clients.

- We will continuously review access to our offices for all our clients in accordance with the National Disability Association guidelines.

7. The Provision of Information

- We will ensure that all our generally available information is accessible to all our clients.
- We will provide accurate information, using clear and simple language that is relevant to your query.

8. Grants

To ensure that all relevant bodies and individuals receive the information they require to apply for this funding, the Heritage Council will aim to:

- Supply all prospective grant applicants with eligibility criteria, terms, conditions and other relevant information in advance.
- Explain exactly what is required in application forms and ask only relevant questions.
- Applications will be acknowledged within 14 working days of receipt.
- We will also aim to use technology to facilitate a more efficient grant process.
- Communicate the decision to the grant applicants within two weeks following the date of decision.
- Issue payments under grant schemes within 14 days of the receipt of confirmation that grant scheme conditions have been met.

9. Help Us to Help You

- To assist us in reaching our service standards, we would appreciate it if you could ensure that all application forms are fully, accurately and legibly completed by the specified deadline (where applicable).
- Please quote a reference number when contacting us about an existing grant application.
- If you wish to meet with a member of our staff, you can make an appointment in advance.
- Please provide a daytime telephone number or email address in your correspondence if available.

10. Our Website

- We will ensure that our website is kept up to date, complies with disability access requirements and contains information relevant to our client base.
- We welcome your views on the quality of our website which you can provide through an online feedback facility.
- Our website address is www.heritagecouncil.ie

11. Equal Status Policy

- We are fully committed to providing a service that is accessible and relevant to all our clients.
- We are fully committed to providing a service that accommodates the specific needs and aspirations of particular client groups, and that seeks an equality of outcome.
- We will consult with our clients to ensure that their access needs are addressed.

- We will provide appropriate staff training to support the equal status policy.

12. How can a Freedom of Information request be made?

If you are considering an FOI request it may first be appropriate to speak to the designated officer, Liam Scott. Should you wish to make a request under FOI, you should make the request as follows:

- In writing, by email or post, addressed to the FOI Officer.
- State clearly that the request is being made under the FOI Acts.
- Identify clearly the records/information sought.
- Specify the manner of access sought.
- Proof of identity will be sought before access to personnel information is granted.
- Assistance for members of the public with special needs can be provided on request.

13. Séirbhís Trí Ghaeilge

- The Heritage Council aims to provide a quality service through English, Irish, or English and Irish.
- Customers have the right to choose which language they prefer to be dealt with in.
- We also hope to ensure that a sufficient number of our staff are proficient in the Irish and language.
- A limited amount of information issued by the Heritage Council will be in both English and Irish.
- Tabharfar freagra as gaeilge ar chomhfreagas a gheofar i ngaeilge
- Déanfar gach iarracht freastal ar fhiafraithe teileafóin i ngaeilge agus freastal ar dhaoine a thagann i láthair ar mian leo a ngnó a dhéanamh trí ghaeilge

14. Complaints

The Heritage Council is committed to providing a high quality service to all its clients. We work hard to achieve this, however, if you feel that you did not receive as good a service as you expected please make it known to us immediately. A complaints procedure has been established to deal with any failure to meet the standards set for our service. You should, therefore, as an initial step, contact the person who provided the service. If you do not receive a satisfactory response, a written account of the complaint should be forwarded to the Chief Executive who will thoroughly investigate the complaint and respond in writing within twenty-one working days.

15. Contact Details

Our headquarters is located in Kilkenny, Ireland. All correspondence and requests for information should be addressed to:

The Heritage Council, Rothe House, Kilkenny

Tel: 00353 56 7770777

Email: mail@heritagecouncil.ie

Website: www.heritagecouncil.ie

Name	Job Title	Email
Barcoe, Anne	PA to CEO &	abarcoe@heritagecouncil.ie

	Chairman/Admin Support	
Croke, Ger	Admin Support	gcroke@heritagecouncil.ie
Donnellan, Niamh	Heritage Week Co-ordinator	ndonnellan@heritagecouncil.ie
Donohoe, Jane	Archives and Records Management Consultant	jdonohoe@heritagecouncil.ie
Doyle, Ian	Head of Conservation	idoyle@heritagecouncil.ie
Drohan, Paula	Financial Controller	pdrohan@heritagecouncil.ie
Harvey, Alison	Planning & Development Officer	aharvey@heritagecouncil.ie
Hayden, Lesley-Ann	MSPI Co-ordinator	lahayden@heritagecouncil.ie
Kelly, Beatrice	Head of Policy & Research	bkelly@heritagecouncil.ie
Malone, Martina	Admin Support	mmalone@heritagecouncil.ie
Mannix, Liam	IWTN Co-ordinator	lmannix@heritagecouncil.ie
Meenan, Anna	Project Manager GLAS Traditional Farm Buildings Grants Scheme	ameenan@heritagecouncil.ie
Murray, Colm	Architectural Officer	cmurray@heritagecouncil.ie
Ryan, Amanda	Grants Administrator/Admin Support	aryan@heritagecouncil.ie
Ryan, Christena	Admin Support	cryan@heritagecouncil.ie
Scott, Liam	Head of Business	lscott@heritagecouncil.ie
Smyth, Isabell	Head of Communication & Education	ismyth@heritagecouncil.ie
Starret, Michael	Chief Executive Officer	mstarret@heritagecouncil.ie

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Customer Charter

- The Heritage Council is committed to delivering the highest possible quality of service to all its customers, clients and partners.
- Council seeks to protect and enhance the richness, quality and diversity of our national heritage and to assist it in delivering its service has adopted a customer charter.
- This charter will underpin its service provision at all levels, internally and externally. Copies of the charter are available from the national headquarters, Rothe House, Kilkenny and the website www.heritagecouncil.ie

Michael Starrett
Chief Executive