

# **CUSTOMER CHARTER**

## **HUMAN RESOURCES DEPARTMENT**

### **Our commitment to you**

The Human Resources Office is committed to treating you in a considerate, courteous and open manner. We will be straightforward, consistent and professional in our dealings with you. We aim to provide you with a safe, harassment-free environment. We aim to treat you and all our customers fairly while respecting individual differences and needs.

### **Our service to you**

We are committed to providing a service that is accessible and relevant to all our customers; and that accommodates needs and aspirations specific to particular groups of customers covered by the equality legislation<sup>1</sup> and other legislation.

### **Our standards**

This Charter summarises the standards you are entitled to expect from us. Our standards focus on accessibility, effectiveness, efficiency and courtesy

### **Being accessible to you**

As our customer you can expect that:

- our materials are provided in a relevant and accessible manner responding to identifiable needs.
- Our premises are accessible to all people with disabilities and we will take active steps to reasonably accommodate the needs of customers with disabilities by providing special treatment and facilities including the provision of audio facilities and interpreters including signers as appropriate to enable them to avail of our services;
- We are committed to reasonable accommodation of diversity in the manner in which our services are provided and we will take steps to address needs specific to our customers from all nine discrimination grounds<sup>1</sup> in order to enable them to avail of our services;

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<sup>1</sup> The nine grounds on which discrimination is prohibited are: gender, marital status, family status, disability, sexual orientation, age, religion, race and membership of the Traveller Community.

- We implement a communications strategy that uses channels of communications, formats and media that are accessible to all our customers;
- we aspire to provide excellent facilities at all our activities. Human Resources will use safe accessible premises.

**Being efficient and effective means that:**

If you seek access to our services we endeavour to:

- Deal with all queries, correspondence and applications for assistance fairly, professionally and consistently and explain where possible the basis for any decision made;
- Advise you on progress on issues raised.
- Make any decision required as soon as all the relevant information becomes available and ensure the quality of work in all areas is of a high standard.

If you visit our offices, we endeavour to:

- treat you in a polite, courteous and fair manner;
- ensure that you have your privacy respected and that all matters are dealt with in a confidential manner;
- Ensure that the Human Resources office is properly staffed during office opening hours and that customers are aware where necessary of the need to make prior appointments for meetings.

If you contact us by telephone we endeavour to:

- Operate a telephone information service from 9.00 am to 5.00 pm Monday to Friday excluding the lunch period 1-2 pm;
- answer all calls promptly and in a polite and friendly manner, identify ourselves to all callers when answering a telephone query and ensure confidentiality in dealing with all calls;
- Provide information to all callers as quickly as possible and ensure that, if we are unable to deal with a query promptly, we will call customers back as soon as possible.

If you send us a letter, fax or email we endeavour to:

- Acknowledge receipt of all general correspondence within 5 days of receiving same and ensure that a substantive reply to a query will issue as soon as possible but no later than within 20 working days. Where we cannot meet the

timeframe we will inform you. All replies to queries will be in a clear, concise and easily understood manner;

- In relation to the recruitment and selection procedures we will endeavour to meet all the criteria and standards as laid down in our Recruitment and Selection Policy<sup>2</sup>
- Ensure that correspondents are aware that complex matters and matters of a legal nature can require longer time frames;
- Advise you of progress on issues on a regular basis;
- Provide a contact name, section, and telephone number in all correspondence issued and ensure that correspondence does not go unanswered when individual staff members are absent from the office;
- Ensure that HR information on our website is tailored to meet the needs of our customers and is accessible and that any customer who wishes to conduct their business electronically is facilitated.

### **Evaluation and reporting**

It is our responsibility to provide the best service we can to our customers; we welcome your feedback in doing this by making any comments, suggestions or complaints about the service you receive.

Our service levels will be kept under review and overall performance will be monitored.

**10 march 2006**

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<sup>2</sup> Institute Recruitment and Selection Procedures (Intranet).