



Sustainable Energy Authority of Ireland Customer Service Charter

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Introduction

The Sustainable Energy Authority of Ireland (SEAI), established by Government under the Sustainable Energy Act 2002, has a mission to play a leading role in transforming Ireland into a society based on sustainable energy structures, technologies and practices.

SEAI's key objectives are: implementing strong energy-efficiency actions, accelerating the development and adoption of technologies to exploit renewable energy sources, supporting innovation and enterprise for our low-carbon future, and supporting evidence-based responses that engage all actors.

SEAI is here to help every energy user in Ireland – homeowners and businesses, farmers and food outlets, schools and hospitals. We do this by raising awareness and providing information, advice and publicity on best practice; stimulating research and development; advising on energy policy and publishing energy statistics.

You'll find up-to-date information about our activities, as well as advice and tips, on our website at www.seai.ie

SEAI's values

Excellence

We strive for excellence in all our work and our results; we aim for best international practice in our programmes and systems.

Innovation

We maintain a creative and adaptive stance in what we do and in the policies and programmes we develop.

Ambition

We are ambitious for SEAI and for Ireland in pursuit of our mission. We want to increase our influence and our contribution to national policy goals.

Effectiveness

We are result-orientated and will transparently measure our performance against our goals.

Integrity

We are fair and balanced in our decisions and our actions. We properly value all stakeholders.

Authority

We are independent in the exercise of our authority and in the discharge of our functions.

Achieving these aims requires SEAI to be a flexible and efficient organisation with the highest standards of corporate governance, risk management, information technology, and human and financial resource management. In the performance of its functions, SEAI will maintain a strong public service ethos and will achieve the highest standards of governance and compliance with The Code of Practice for the Governance of State Bodies (2009).

Customer Service Commitment

In developing this Customer Service Charter and Customer Action Plan (CAP), SEAI gave due regard to its organisational values, listed above as well as the twelve principles of Quality Customer Service, namely:

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|---|---------------------------|----|-----------------------------|
| 1 | Quality Service Standards | 7 | Appeals |
| 2 | Equality/Diversity | 8 | Consultation and Evaluation |
| 3 | Physical Access | 9 | Choice |
| 4 | Information | 10 | Official Languages Equality |
| 5 | Timeliness and Courtesy | 11 | Better Co-ordination |
| 6 | Complaints | 12 | Internal Customer |

SEAI is committed to providing a quality service to its customers. This Customer Service Action Plan sets out our approach to achieving this commitment.

SEAI Customer Service Charter

SEAI's COMMITMENT TO YOU

- i. Deliver our services to all customers, internal and external, in a timely, effective and professional manner, and in accordance with our values.
- ii. Conduct our business in a fair, open and transparent manner, with regard to your privacy and confidentiality.
- iii. Strive for excellence in the development and delivery of programmes and services through active consultation and continuous improvement.
- iv. Committed to providing maximum possible access and choice in the delivery of our services, while endeavouring to accommodate particular language, diversity and physical access needs.
- v. Provide accurate, authoritative and independent advice and information in a form that best suits your needs.
- vi. Resolve all complaints in an efficient and effective manner.

Customer Action Plan

- i. In order to deliver our services to all customers in a timely, effective and professional manner, and in accordance with our values we will:**
- Ensure that the Customer Action Plan is readily available to all clients.
 - For customers who telephone SEAI, we will ensure that staff:
 - Answer your call promptly.
 - Give their full name when answering the phone.
 - Are helpful and courteous.
 - Are available to answer calls during normal working hours or options to leave a voicemail or divert to another staff member will be made available.
 - Respond to all voicemail messages promptly or at least within the same working day.
 - All customers who visit SEAI will be:
 - Received promptly and if you don't have an appointment we will do our best to accommodate you.
 - All visitors will be treated in fairly and in a courteous manner.
 - For customers who communicate with SEAI by letter or email, we will:
 - Acknowledge receipt of all correspondence promptly and, where an immediate response is not possible, send an interim reply indicating when you can expect a definitive response.
 - Ensure that all replies carry a contact name, telephone number and/or email address
 - SEAI is committed to respect for the environment in the delivery of all our services.
- ii. As we conduct our business in a fair, open and transparent manner, with regard to your privacy and confidentiality we will:**
- Endeavour to ensure full access to information about our services while complying with the Freedom of Information Acts 1997-2003 and Data Protection Acts 1988-2003.
 - Identify clearly respondents and their contact details on all correspondence.
 - Ensure openness, fairness and transparency is central to all our funding and procurement decisions.
 - Ensure all documentation is user friendly with clear and appropriate language.
 - Handle client information and meetings with due regard to privacy, confidentiality and sensitivity.
 - Identify all funded projects in the SEAI annual report.
- iii. In striving for excellence in the development and delivery of programmes and services through active consultation and continuous improvement we will:**
- Consult with our customers on the development of new programmes and services through events, surveys, open communication and feedback.
 - Continuously seek the views of our stakeholders on the relevance and quality of services and programmes we provide.
 - Seek feedback via our website regarding the level of customer satisfaction.
- iv. In our commitment to provide maximum possible access and choice in the delivery of our services, while endeavouring to accommodate particular language, diversity and physical access needs we will:**
- Continue to make it easier and more convenient to do business with us.
 - Provide an appropriate variety of communication channels including the use of electronic, print, media, private meetings and public events. |

- Endeavour to ensure that we make the best use of available and emerging technologies to facilitate improved access to information and improved choice for customers through the development of more online services.
 - Comply with the Official Languages Act 2003- Acht na dTeangacha Oifigiúla 2003
 - Ensure that all publications are available online.
 - Continue to ensure our web facility is accessible to the visually impaired.
 - Ensure that offices comply with occupational and safety standards.
 - Accommodate the diverse needs of our clients in an appropriate manner.
 - Recognise and respect all customers equally with regard to service delivery.
- v. To ensure that we provide accurate, authoritative and independent advice and information in a form that best suits your needs we will:**
- Fulfil our role as an advisory body to Government and stakeholders.
 - Employ professional experts to provide accurate and authoritative information. They will be responsible for gathering and analysing statistics, conducting appropriate research and provide consultative services. In our position as a non-commercial state authority, with a market and policy remit, we will remain independent in all dealings with clients.
- vi. Resolving all complaints in an efficient and effective manner**
- Formalise a complaints and appeals procedure indicating how we will deal with complaints.
 - Publicise this complaints procedure on our website. Copies can be sent via post or email.
 - Continue to assess our complaints procedure on a six monthly basis. This will include a review of:
 - Number of complaints received
 - Speed of resolution of complaints
 - Pattern of repeat complaints

Consultation:

Endeavour to satisfy customer's information requirements by actively seeking customer views and suggestions, through market research, regular consultation, surveys and supplying an accessible feedback mechanism for customers.

Evaluation:

In order to measure our success in achieving the above we will:

- Perform a six monthly review of the plan.
- Seek feedback from stakeholders and customers on the quality of our service.
- Seek feedback through all available channels regarding our programmes and services.
- Review and assess feedback and act accordingly.
- Investigate appropriate externally recognised standards and seek to attain such standards.

Reporting:

We will report on our performance in our Annual Report which is also available online at www.seai.ie/publications.

Complaints and Appeals Procedure

If you are unhappy with the quality of service that you receive and wish to make a complaint the following details our complaints procedure:

- All complaints must be sent to our Head of Finance and Corporate Services.
- Complaints will be logged on a central database and acknowledgment will be sent to the customer.
- A full investigation into the complaint will be completed. If the complaint relates to the Finance and Corporate Services division than the Chief Operations Officer (COO) will oversee the investigation.
- On completion, a response will be sent to the complainant along with a notification of their right to appeal. Where appropriate, the response will include a remedy.
- In the event of an appeal the responsibility for the resolution of the complaint will pass to (COO) or where applicable to the Chief Executive Office (CEO).
- The COO will seek all relevant reports and examine the complaint carefully.
- Following this, a response and remedy will be issued to the complainant.

Contact Us

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