



An Ghníomhaireacht  
Tithíochta  
The Housing Agency

# Customer Care Charter

## June 2015

## OUR COMMITMENT TO YOU

Is to deliver the best possible service to you in an effective and caring manner.

## COURTESY AND CONSIDERATION

You are at all times entitled to be served:

- Promptly and in a courteous manner.
- With due regard to privacy and confidentiality.
- By friendly and helpful staff.

## OPENNESS AND IMPARTIALITY

We undertake to:

- Deal with you in a fair and open manner.
- Discuss any aspect of your dealings with us.
- Explain how a decision was reached.
- Put in place a complaints procedure for customers dissatisfied with the quality of service received.

## THE AGENCY'S PERFORMANCE

We undertake to:

- Monitor and evaluate our performance.
- Examine the development and delivery of our services in order to meet your needs.
- Train our staff to meet your needs on an ongoing basis.

## YOU CAN HELP US TO HELP YOU

By making comments, complaints or suggestions about the service you receive.

- Treat our staff in a respectful and courteous manner
- Give the Agency full and accurate information relating to your query
- Engage with us to help access the most suitable service for you by letting us know when we do something well.