



Waterways Ireland
Uiscebhealaí Éireann Watterweys Airlann

CUSTOMER CHARTER

WATERWAYS IRELAND CUSTOMER CHARTER

INTRODUCTION

This Customer Charter is Waterways Ireland's public statement about the levels of service customers can expect when dealing with the various public services offered by the company. If your experience of the service falls below or exceeds your expectations, please let us know.

OUR MISSION

Waterways Ireland is the largest of six North/South Implementation Bodies established under the British-Irish Agreement of 1998. Waterways Ireland's statutory function is to manage, maintain, develop, and restore specified inland navigable waterways, principally for recreational purposes.

Our Purpose is to be the custodian of the inland navigations and collaborate to reimagine, maintain, develop, and promote them to sustain communities, environment, and heritage.

OUR COMMITMENT

Waterways Ireland is committed to providing a professional, efficient, and courteous service to all our customers, i.e., those members of the public who interact with us to receive a service. We will strive to deliver high quality, easily accessible services always.

We will treat all our customers equally and make every effort to ensure that the services we provide reflect our customers' needs and expectations at all times during their engagement with us.

We at Waterways Ireland commit ourselves to working together to maintain a workplace environment that encourages and supports the right to dignity at work. We respectfully ask that customers always treat our staff with dignity and respect. We reserve the right to cease interactions with customers who do not adhere to this request.

TELEPHONE CONTACT

If you contact us by telephone, we will try to answer your call as promptly as possible and to be always courteous and helpful to you. We will give you our name when we answer your call and answer your query in full, and if we cannot do that immediately, to take your details and to get back as soon as possible. We will respond to all voicemail messages promptly.

WRITTEN OR EMAIL CORRESPONDENCE

If you send us a letter or email we will try to ensure that we issue an acknowledgement within five working days and that you get a full answer within 20 working days; if we cannot supply a full answer within that period, we will be in contact with you to explain why there is a delay and when you can expect a full reply. We will include a contact name, reference number (where appropriate) and contact details (telephone, email) when replying. We will write to you in simple clear language and avoid technical terms or, where these are necessary, explain them. All Access to Information on Data Protection requests will be dealt with in accordance with the relevant legislation.

OFFICE VISITORS

If you visit our Office or one of our sites, we will treat you with courtesy, respect your right to privacy and we will be just and fair in our dealings with you. We will meet with you at the agreed time if you have an appointment and try to provide appropriate facilities for meetings. We will also keep our public offices clean and tidy, and ensure that they meet health, safety, and access standards.

EQUALITY AND DIVERSITY

Waterways Ireland will treat our customers with equality and respect. We will not discriminate on the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race or membership of the Travelling Community or a similar identified minority group; and we will make every effort to ensure that all our customers have access to our services, including those with special needs where practically possible.

COMPLAINTS OR SUGGESTIONS

If you are not satisfied with our service, or with the behaviour of a staff member, please let us know. We will make every effort to deal with your complaint and to resolve it as quickly as possible. If we discover that an error was made, we will apologise immediately and make every effort to resolve the issue. We will issue an acknowledgement of any complaint about our services within 5 working days and process the complaint within 20 working days. If we cannot supply a full answer within that period, we will be in contact with you to explain why there is a delay and when you can expect a full reply.

If you wish to make a complaint about the standard of service of the Office of Waterways Ireland or comment or make suggestions in relation to our service, please write to: Customer Service Co-Ordinator, Waterways Ireland, Somerview House, Old Dublin Road, Carrick-on-Shannon, Co. Leitrim, or 2 Sligo Road, Enniskillen, Co. Fermanagh, BT74 7JY or by email to info@waterwaysireland.org

MONITORING AND EVALUATION

We will evaluate our implementation of the commitments in this Customer Charter regularly and the commitments will be amended as appropriate to ensure that we always provide the highest standard of service. We welcome your comments and suggestions in relation to the service we provide, and they will be given due consideration.

