



## Customer Complaints

If our service falls short of what you consider to be acceptable, then we have in place a formal customer complaints procedure. You will find a copy of our complaints procedure on our website [www.probation.ie](http://www.probation.ie) or you can contact our Customer Service Officer by email at [customerservice@probation.ie](mailto:customerservice@probation.ie)

Customer Service Officer  
The Probation Service  
Haymarket  
Smithfield, Dublin 7  
Ph.01-8173600  
Fax: 01- 8722737  
Email [customerservice@probation.ie](mailto:customerservice@probation.ie)



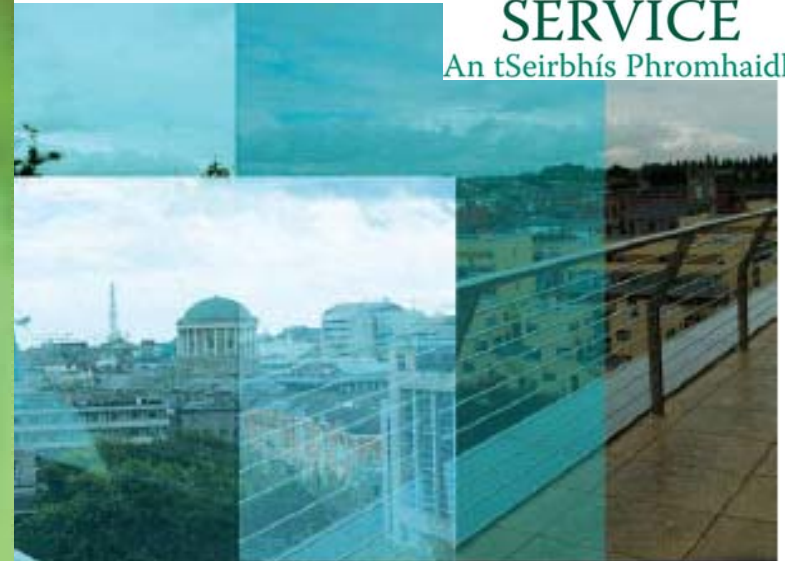
### THE PROBATION SERVICE

Haymarket, Smithfield, Dublin 7.  
Margadh an Fhéir, Margadh na Feirme. Baile Átha Cliath 7.  
Tel: +353-(0)1-817 3600 Fax: +353-(0)1-872 2737

[www.probation.ie](http://www.probation.ie)



THE  
PROBATION  
SERVICE  
An tSeirbhís Phromhaidh



# Customer Charter

## CUSTOMER CHARTER

The Probation Service is committed to the delivery of a quality service to all customers and service users equally and to the continuing improvement in the standard of service. The Charter sets out the standards you can expect from us.

### Ethics and Professionalism

We will conduct our business to the highest standards of ethical and professional behaviour with respect and courtesy for all customers and service users.

### Courtesy

We will deliver our services promptly, with courtesy, efficiency and to the best of our ability. We will be polite, helpful and professional in all our dealings with you. We will act with integrity and fairness at all times. We ask that you treat our staff with courtesy and respect.

### Equality and Diversity

We will conduct our business with you in a fair and open manner consistent with the principles of human rights, equality and accountability.

### Visits to our offices or your home

- If you have an appointment we will see you promptly at the scheduled time.
- We will continue to review and improve our access for all our customers.
- We will treat you and your family with respect and courtesy at all times.
- Your privacy will be given due attention in all our business with you

### Telephone

- We will be available to answer your calls from 9.15am to 5.30pm Monday to Thursday and from 9.15am to 5.15pm on Friday.
- Where voicemail is in use, we will return your call promptly and get back to you with an agreed timeframe if unable to respond to your enquiry immediately.

- Members of staff answering the telephone will identify themselves and provide as much information as possible.
- In the event they cannot help you they will refer you to someone who can or take your details and return your call as soon as possible.

### Correspondence

- We will acknowledge letters, e-mails or faxes within five working days of receipt.
- We will reply to your correspondence within fifteen working days. If it is not possible to send a full reply, we will send you an interim reply explaining the position.
- All correspondence will be written in clear language that is concise and understandable.
- All correspondence will give a contact name, telephone number and an e-mail address to facilitate direct contact where necessary.

### Access to information

- We will promptly provide clear and correct information. In cases where we cannot release information we will explain why.
- We will make information leaflets available in all our offices.
- We will comply with information management and access obligations outlined in the Freedom of Information Acts 1997 and 2003 and the Data Protection Acts 1998 and 2003.

### Services through other languages

- If you write to the Probation Service in Irish we will reply in Irish and conduct business in the Irish language where required.
- We will make every effort to facilitate customers and service users who wish to do business through other languages.
- We will fulfil our obligations under the Official Languages Act, 2003. We will publish our corporate documents (e.g.

Strategic Plan, Annual Report and Customer Service Action Plan) in Irish and in English.

### Website

The Probation Service website provides information about how we work with offenders, courts and victims. It provides contact details for all offices, up to date press releases and publications. It also provides material for research and study purposes, as well as information on careers within the service.

- We will maximise the use of technology to improve service delivery.
- We will continue to provide information in a customer focused manner.

### Feedback

- We welcome comment from customers and service users to help us improve Service facilities and access to and within our buildings.
- We welcome your comments, suggestions and views on any aspect of the service to help improve the quality and efficiency of the Probation Service.
- Please let us know if you are particularly pleased or dissatisfied with any aspect of our service. You can write to our Customer Service Officer with your comments. Also comments and suggestions can be forwarded by e-mail to [customerservice@probation.ie](mailto:customerservice@probation.ie)

