

Our Customer Charter



THE EQUALITY AUTHORITY
AN tÚDARÁS COMHIONANNAIS



Our commitment to you

The Equality Authority 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 seek to provide you with a safe, harassment-free environment. We seek to treat you and all our customers without discrimination and 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.

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.

Our standards

This Charter summarises the standards you are entitled to expect from us. Our standards focus on accessibility and on effectiveness and efficiency. For further details of these standards you should consult our Customer Service Action Plan.



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. Materials as required are provided on our website, in audio, Braille and in various languages;
- 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 required to enable them to avail of our services;
- we are committed to the 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 in order to enable them to avail of our services;
- we implement a communications strategy that uses channels of communications, formats and media that are accessible to all our customers across the nine grounds;
- we aspire to provide excellent facilities at all our events. We will use safe accessible premises and provide audio facilities and



interpreters including signers as appropriate;

- we strive to develop mutually beneficial professional relationships of partnership with organisations who represent and articulate the interests of people within the nine grounds;
- we strive to realise benefit for all groups across the nine grounds, by using positive action measures targeting specific groups and investing in accommodating diversity as appropriate;
- we comply with the requirements of the Official Languages Act, 2003.

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;
- 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 office, 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 reception area is properly staffed during office opening hours and that customers are aware of the need to make prior appointments for meetings with staff.

If you contact us by telephone we endeavour to:

- operate a telephone information service from 9:15 to 17:30 Monday to Thursday and from 9:15 to 17:15 on Friday;
- 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 such correspondence within 5 days of receiving same and ensure that a substantive reply to a query will issue within 20 days where information is readily available. All replies to queries will be in a clear, concise and easily understood manner;
- ensure that correspondents are aware that complex matters and matters of a legal nature can require longer time frames;
- provide a contact name, section, reference number and telephone number in all correspondence issued and ensure that correspondence does not go unanswered when individual staff members are absent from the office.

In the provision of a service through e-communications we endeavour to:

- ensure that 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

We are committed to evaluating the customer service we deliver and to reporting on that service in our annual reports. We encourage the participation of representative organisations in feedback systems.

Help us to help you

It is our responsibility to provide the best service we can to our customers; we welcome your help in doing this by making any comments, suggestions or complaints about the service you receive. You can do this by using the questionnaire on our website or by completing a customer comment card. If you have a complaint you can contact our Customer Service Officer at the address below.

Our Customer Service Officer also has the responsibility to ensure that customers with disabilities and customers across the wider diversity are reasonably accommodated.

Mr. Éamon Mulligan
Customer Service Officer
The Equality Authority
2 Clonmel Street
Dublin 2

Phone: (01) 417 3345

Fax: (01) 417 3398

Email: emulligan@equality.ie



How to contact us

For additional copies of this Charter, copies of our Customer Service Action Plan, or other information please use the following general information address.

Public Information Centre
The Equality Authority
2 Clonmel Street
Dublin 2

Lo Call: 1890 245 545
Phone: (01) 417 3333
Text phone: (01) 417 3385
Fax: (01) 417 3331
Email: info@equality.ie
Website: www.equality.ie



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