

National Roads Authority

- CUSTOMER CHARTER -

*Providing a professional, efficient and courteous
service to all our customers.*

2007 – 2010

National Roads Authority

Customer Charter

**The National Roads Authority
is committed to providing a
professional, efficient and
courteous service to all our
customers.**

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Our Purpose

"Improve quality of life and national economic competitiveness by developing, maintaining and operating the national road network in a safe, cost effective and sustainable manner."

Part 1: Our Commitments to Our Customers.

As the biggest investor in infrastructure development in Ireland, the National Roads Authority plays a pivotal role in contributing to the commercial and social well-being of our economy and society generally. Our mandate, as set out in the Roads Act, 1993, is to secure the provision of a safe and efficient network of national roads.

In carrying out our duties and responsibilities, the staff of the Authority are committed to providing a professional, efficient and courteous service to all our customers.

The Authority aims to provide a quality customer service for all those with whom we interact and do business. To achieve this, we make the following commitments.

□ **National Roads Development Programme.**

We will aim to ensure that our programme for the development and maintenance of the network of national roads is implemented efficiently and cost-effectively.

□ **Contacting the Authority.**

We will provide details of the various ways in which we may be contacted in our publications and on our website. We will provide specific contact information in all correspondence.

□ **Responding to You.**

We will provide clear, timely and concise replies to all correspondence we receive, including e-mails. We will avoid, if at all possible, the use of technical terms and references in our replies.

If correspondence relates to a matter that comes within the remit of another public body, we will direct the correspondence to that body and inform you accordingly.

If you contact us by telephone, courteous and helpful staff will deal with your query without delay or, if they are unable to respond to the query, arrange for someone to do so.

□ **Visitors to Our Offices.**

High quality reception facilities will be provided, including appropriate provision for people with disabilities. We will ensure that visitors to our offices are treated in a courteous and respectful manner at all times.

□ **The Irish Language.**

We will make every effort to accommodate customers who wish to conduct their business with us through Irish. Correspondence received in Irish will be answered in Irish. Our publications will, as appropriate, be produced in both Irish and English. Material in Irish will also be included on our website.

□ **Equality and Diversity.**

We are committed to providing a service to our customers that upholds their rights to equal treatment established by equality legislation.

□ **Websites and Publications.**

We will provide and maintain a website that is easily accessible, up-to-date and informative.

□ **Suppliers.**

We will operate clear, impartial and transparent tendering/purchasing procedures.

Part 2: Evaluation and Reporting

To ensure the fulfilment of the commitments we make to our customers, we have defined criteria by which we will assess our performance against each commitment. We will report on our performance against each of these criteria in our Annual Report.

Performance Indicators.

We will use the following indicators to measure our performance.

<p>National Roads Development Programme.</p> <p>Progress against the strategies set out in our Strategy Statement.</p>
<p>Contacting the Authority.</p> <p>Information on the roles and responsibilities of the sections and staff of the Authority will be provided in our FOI Guide.</p> <p>Provision of contact name and details of the appropriate staff member on correspondence issued by the Authority.</p>
<p>Responding to You.</p> <p>We will acknowledge all written correspondence (whether by post or email) within 5 working days of receipt and provide a full response within 20 working days of receipt. In cases where it is not possible to provide a full response within this timeframe, we will send you an interim reply explaining the position and advising when a substantive response will issue.</p> <p>We will answer telephone calls to the main switchboard within five rings and ensure that callers are directed to the correct member of staff/section. All staff will identify themselves to the caller when answering calls. Voicemail messages will be updated to indicate staff availability to callers.</p>

Visitors to Our Offices.

We will provide appropriate facilities for visitors to our offices. Visitors will be collected from the reception area within 5 minutes of their expected arrival time. We will ensure full compliance with Health and Safety standards, particularly with regard to facilities provided for persons with disabilities.

The Irish Language.

We will fulfil all requirements of the Official Languages Act, 2003.

Diversity and Equality.

We will operate a policy of equal opportunity and equality at all times and raise staff awareness of equality/diversity issues.

Websites and Publications.

We will provide and maintain an up-to-date and user-friendly website. Appropriate publications will be made available on our website simultaneous to other media.

Suppliers.

Procurements will be carried out using clear tendering procedures and in full accordance with Department of Finance and EU procurement requirements. Instances of late payments of accounts will be minimised.

Monitoring and Measuring our Performance.

We will monitor and measure our performance by seeking feedback and comments from our customers, using internal management information systems (e.g. our Electronic Document Management System) and other methods as may be considered appropriate from time to time.

As part of our commitment towards the achievement of the aims set out in this Charter, we will provide appropriate training for staff, particularly those in regular contact with members of the general public.

Summary.

This Charter has been developed with the aim of providing a quality service for our customers that will be delivered by NRA staff members in a considerate, courteous and helpful manner. In return, we expect our staff to be treated with courtesy and respect.

We are constantly seeking ways to improve the service we provide and welcome any comments and suggestions on this Charter. We also operate a procedure for responding to any complaints you may have and this may be accessed through our website by selecting the Quality Customer Service Complaints Procedure in the 'About Us' section of our website www.nra.ie, or by contacting us directly.

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