

# Customer Charter

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## Customer Charter

The Railway Safety Commission is a small independent state agency, tasked with fostering, encouraging and ensuring rail safety. It was established on 1<sup>st</sup> January 2006 under the Railway Safety Act, 2005.

Since then, its role has been extended, and it is now the National Safety Authority, Regulatory Body, and Competent Authority for national and EU based railway legislation. To reflect its development and increased remit the RSC was renamed the Commission for Railway Regulation (CRR) in 2015.

The full remit of the CRR can be found in its yearly annual report on our website [www.crr.ie](http://www.crr.ie)

## Our commitment to quality customer service

The CRR is committed to providing a professional, efficient and courteous service to all our customers, in accordance with the 12 Principles of Quality Customer Service as outlined in our Customer Action Plan.

This Charter sets out the standards of service you can expect to receive from the CRR.

We will:

- Treat you with courtesy and respect.
- Protect your information and respect your right to privacy.
- Ensure our services are accessible.
- Provide accurate and comprehensive information, using clear and simple language in our communications.
- Ensure that material on our website is up-to-date and accessible.
- Conduct business through Irish, where requested.
- Provide redress when you have a complaint.

## Contacting us by telephone

We are available to answer calls between the hours of 09.30-13.00 and 14.00-16:30, Monday- Friday. The CRR can be contacted on our direct line +353-(0)1-2068110.

If you contact us by telephone, we will:

- Identify ourselves on answering the phone or your call will be directed to our answering service.
- Make every effort to answer your query immediately. However, if we cannot do this, we will take or enable you to leave your details and get back to you with an answer as soon as possible.
- Respond promptly to all voicemail messages, where possible on the same working day of the message being left.

## Contacting us by written correspondence (including e-mails)

If you write to us:

- We will acknowledge/respond to all written correspondence within 5 working days.
- We will make every effort to provide a full reply within 15 working days. If we cannot respond to you within that timeframe, we will write to you to explain why and will inform you when you can expect a full reply. We will ensure that all our written replies include a contact name, telephone number, and e-mail address.
- We will endeavour to write to you in simple and clear language, explaining any technical terms if they are necessary to use.

## Visiting our Office

The Commission's offices are located at Temple House, Temple Road, Blackrock, Dublin, A94 Y5W5. Our offices are not open to drop in calls from members of the public but an appointment can be made to attend. If you visit us in person, we will:

- Make you feel welcome and will be polite and courteous in our dealings with you.
- Respect your privacy and make sure you are treated equally and with respect.
- Be available to meet with you punctually at the scheduled time where appointments have been made.
- Endeavour to provide appropriate facilities for meetings.

- Our offices are accessible to people with disabilities. Should you have any concerns or special needs, please let us know how we may help.

## **General Information and Consultation/Publications**

The CRR publishes information on our website. We will:

- Ensure that all information is clear, timely and accurate.
- Aim to ensure that all information, guidance and documents are easy to understand and accessible.

## **Our Website**

The CRR website will:

- Be up-to-date, user-friendly and a useful communications tool for all our customers.
- Be WAI (Web Accessibility Initiative) compliant and accessible to all our customers.

## **Séirbhís Trí Ghaeilge (Service through Irish)**

- We will make every effort to accommodate customers who wish to conduct their business through Irish.
- Documents such as the Annual Report and Financial Statements are available and published in Irish.
- We will continue to meet our commitments under the Official Languages Act, 2003.

## **Help us to help you**

Help us to provide you with a high-quality service by:

- Providing full and accurate information when you contact us.
- Quoting reference numbers, where provided, in all communication with us.

- Make an appointment in advance if you wish to request to meet a specific member of the staff of the CRR.
- Letting us know in advance if you are unable to keep an appointment.
- Treating our staff in the way that you would like to be treated yourself.

## **We value your Feedback**

We welcome any comments/suggestions regarding the service you receive. If you would like to forward a suggestion on how we could improve our service, please do so through our contact us option on our website or at [info@crr.ie](mailto:info@crr.ie).

## **Complaints Procedure**

If you are unhappy about the way we have dealt with you, you have the right to make a complaint. We will maintain a transparent and easy to use system of dealing with formal complaints in relation to the quality of service provided. All complaints will be treated fairly and without bias.

If a customer has a complaint about the service we have provided, they should write to the Head of Corporate Governance and Regulation. When a complaint is received, we will acknowledge within 5 working days and aim to issue a full reply within 15 working days. If we need to carry out further investigations, we will let the customer know.

If we make a mistake or fail to deliver a quality service, we will seek to rectify the situation as quickly as possible. We will also give an explanation and, where appropriate, an apology.

Making a complaint will not adversely affect how you will be treated by the Commission in the future.

## **Evaluation of our commitments**

The Commission for Railway Regulation seeks to continually improve our Customer Service. We will evaluate our performance against the standards outlined in this Charter annually. We intend to report on our performance in our Annual Report each year. If we identify areas of our service which need to be improved, we will take the necessary steps to ensure that this improvement is delivered as quickly as possible.

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