

# CRR Customer Action Plan

## 2025-2028

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Issue	Prepared by	Reviewed by	Approved by	Issue Date
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## Commission of Railway Regulation Mission, Values and Structure.

As stated in our Statement of Strategy 2024-2027 the CRR's Mission is:

*To ensure safe, secure, accessible and sustainable railway systems through effective and efficient regulation.*

Our organisation operates in line with the following values:

### *Integrity*

*We are trustworthy and honest in all our activities.*

### *Respect*

*We value and understand the positive impact of diversity of opinion.*

### *Independence*

*We take responsibility for our decisions which are evidence based, fair and consistent.*

### *Professionalism*

*We strive for excellence and the continuous development of our expertise.*

### *Pragmatism*

*We recognise the challenges faced by our stakeholders and are solution driven whilst ensuring legislative requirements are met.*

The CRR is structured into three functional divisions:

- Authorisation to Place in Service and Conformity Assessment.
- Compliance Supervision and Enforcement.
- Corporate Governance and Regulation.

## Our Mandate.

The CRR was established on 1st January 2006 under the provisions of the Railway Safety Act (RSA) 2005.

The CRR's primary areas of responsibility under legislation relate to heavy rail, light rail and cableways. Heavy rail refers to the Iarnród Éireann Infrastructure Manager network and the Railway Undertakings that operate on it. Heavy rail is regulated both through the 2005 Act and EU legislation. Light rail refers to the Dublin Light Rail System (LUAS) and is regulated through the 2005 Act. Cableways are regulated through transposed EU legislation.

In addition, the CRR also has a role in relation to heritage railways, velorail and cableways.

Most recently, the CRR, has been given additional responsibilities under the Resilience of Critical Entities Regulations, the Network Information Systems (NIS 2) Directive and the EU Artificial Intelligence (AI) Act.

Under the Railway Safety Act 2005 the CRR has three principal functions, (a) to foster and encourage railway safety, (b) to enforce this Act and any other legislation relating to railway safety, and (c) to investigate and report on railway accidents and incidents for the purposes of determining compliance with safety management systems and safety targets.

## Our approach to fulfilling our mandate.

The CRR in meeting its mandate seeks to adopt a harmonised regulatory approach by providing guidance to, and engaging, with all regulated entities to assist them in meeting the responsibilities placed on them by legislation. The operation of the conventional railway network is governed by comprehensive and detailed EU legislation, designed to create an open market for sale of goods, provision of services and the movement of labour while maintaining a high level of safety.

The operation of Dublin light railway and isolated railway networks is governed by national legislation, some of which reflect the EU approach.

The CRR are committed to working under the principles to be applied by national safety authorities as defined in Commission Regulations. These include being proportionate in applying legislation and securing compliance; consistent in terms of our approach; targeted to areas of risk; transparent about how we operate and what those regulated may expect; being accountable for our decisions or actions, and co-operating with equivalent competent authorities.

We are committed to open engagement and dialogue with sector organisations, clearly explaining our processes and governance and responding to current concerns.

## Stakeholders.

The CRR has a range of stakeholders including members of the public who use rail public transport, Government Departments including our parent Department the Department of Transport, other National and European bodies including, the European Railway Agency, National Transport Authority, Department of Infrastructure Northern Ireland, Health and Safety Authority, the Railway Safety Advisory Council, and the Railway Accident Investigation Unit.

In addition the following entities were subject to regulation by the CRR in 2024: Iarnród Éireann – Infrastructure Manager (IÉ-IM); Iarnród Éireann – Railway Undertaking (IÉ-RU); Transdev (LUAS operator) – Railway Organisation (RO); Rhomborg Sersa Ireland Limited (RSIE) – Railway Undertaking (RU); Northern Ireland Railways (NIR) Translink – Railway Undertaking; Transport Infrastructure Ireland (TII) – Railway Organisation; Bord Na Mona (BNM) – Industrial Railway; Railway Preservation Society of Ireland (RPSI) – Railway Undertaking; Heritage Railways; and IRD Kiltimagh CLG – Kiltimagh Velorail.

## Customer Action Plan

The Code of Practice for the Governance of State Bodies requires all public service bodies to have a Customer Charter and a Customer Action Plan. A Customer Charter is a short document which acts as a public commitment to the customer on the level of service they can expect to receive when dealing with a State body. The Customer Action Plan is more detailed and describes how the customer charter commitments will be delivered and evaluated by the State body. This Customer Action Plan provides further details of how the commitments and standards outlined in our Customer Charter will be delivered by the Commission in accordance with the 12 guiding Principles of Quality Customer Service.

Whilst we set out our objectives in this Customer Service Action Plan, these do not create any legal rights for customers.

## Commitment to the 12 Guiding principles.

### 1. Quality Service Standards

- We will publish a Customer Charter and Customer Action Plan that outlines the nature and quality of service which customers can expect and publish it on the Commissions website.

### 2. Equality/Diversity

- We will work to ensure that the principles of equality/diversity are maintained and promoted throughout the Commission.
- We will ensure that all customers are treated equally and in accordance with relevant legislation.

### 3. Physical Access

- We will monitor our offices to ensure that they comply with occupational and safety standards.
- We will ensure that there are suitable facilities in place for all customers, including those with specific needs, when dealing with staff of the Commission.
- Our Access Officer will assist with any difficulties in accessing our buildings.

### 4. Information

- We will ensure that all information provided by the Commission is clear, timely, accurate and accessible to our customers.
- We will make every effort to ensure that information is available in as many different formats as is practical.
- We will ensure that our website conforms to web accessibility guidelines.
- We will process all customer information in accordance with the Data Protection legislation.

### 5. Timeliness and Courtesy

- We will ensure that all our customers are treated with courtesy and respect and that all enquiries are dealt with promptly and efficiently.

### 6. Complaints about Quality of Customer Service Provided

- We will ensure that details of our Complaints Procedures are available on our website.
- We will ensure that all complaints made about the quality of customer service provided are investigated promptly, fairly and impartially.
- We will ensure that complaints are acknowledged within 5 working days and that a reply will issue within 15 working days.
- We will monitor and evaluate complaint trends to improve our services

### 7. Appeals

- We will ensure that details of how to appeal a decision are available on our website.

### 8. Consultation and Evaluation

- Customers are welcome to submit views and comments at [info@crr.ie](mailto:info@crr.ie)
- We will review customer feedback with a view to further improving service delivery.
- We will ensure that evaluation of customer services is monitored on an annual basis.

#### **9. Choice**

- We will use available and emerging technologies to ensure maximum access and choice, and quality of delivery of service.
- We will make more applicable services available online, designed with the customer at the centre.

#### **10. Official Languages Equality**

- We will comply with our obligations as set out in the Official Languages Act 2003.
- We will ensure that customers who wish to conduct their business through Irish can do so.

#### **11. Better Coordination**

- We will participate in inter Agency and cross Governmental fora, to ensure that our approach to service delivery is consistent with best practice across the Public Service

#### **12. Internal Customers**

- We will recognise all staff as internal customers and aim to ensure that they are properly supported and consulted with regards to service delivery.
- We will keep staff informed of all relevant developments through use of internal channels of communication including the DETE intranet.
- We will continue to provide high quality on-line and in person training and development for all staff.
- We will conduct regular surveys to determine internal customer satisfaction and address issues arising.

### **Levels of Service.**

#### **Customers with specific needs**

- We will make every effort to ensure that customers with specific needs are catered for in all our service delivery.
- Queries relating to access issues may be addressed to the Commission's Access Officer as appropriate.

#### **Suppliers**

- We will operate clear, impartial and transparent tendering and purchasing procedures in accordance with Public Procurement Guidelines.
- We will ensure that payments to suppliers are made in accordance with Prompt Payment legislation and regulations.

#### **Service through Irish**

- We will ensure that customers who wish to conduct their business through Irish can do so.
- Correspondence received in Irish will be answered in Irish.
- We are committed to meeting our obligations under the Official Languages Act 2003.

### **Service through Irish Sign Language**

- Section 3 of the Irish Sign Language Act, 2017 recognises Irish Sign Language as a native language of the State and provides that the 'community of persons using Irish Sign Language shall have the right to use, develop and preserve Irish Sign Language'.
- Section 6 of the Act places obligations on all public bodies, including:
- A public body shall do all that is reasonable to ensure that interpretation into Irish Sign Language is provided for a person who is competent in that language and cannot hear or understand English or Irish when that person is seeking to avail of or access statutory entitlements or services provided by or under statute by that public body.
- The provision of interpretation shall be at no cost to the person concerned.
- Provision of or availing of a remote, web-based service shall, if the Irish Sign Language user consents, be sufficient to meet the obligations of a public body under this section.

### **Website/Social Media/Publications**

- The Commission is committed to ensuring our website content is accessible, up to date and relevant.
- We will ensure that our publications are informative, clear and accessible to all users.

### **Freedom of Information**

- The Commission complies fully with Freedom of Information legislation. We will make every effort to provide you with as much information as possible informally without resort to the terms of the Act. However, should you wish to make a formal request under the Act, you should contact the Freedom of Information Unit at [FOI@crr.ie](mailto:FOI@crr.ie).
- A guide to accessing information under the Freedom of Information Acts is available on our website.

### **Statutory Obligations**

- The Commission is fully committed to complying with its statutory obligations for example Data Protection, Language, Irish Human Rights and Equality, Freedom of Information, Prompt Payment of Accounts, and Safety, Health and Welfare at Work.

### **Internal Customers**

- The Commission will recognise all staff as internal customers.

## How to Contact Us.

The CRR may be contacted as follows:

**Written Correspondence or attendance by appointment:**

Commission for Railway Regulation,  
Temple House,  
Temple Road,  
Blackrock,  
County Dublin,  
Ireland.

A94 Y5W5

**Email:** [info@crr.ie](mailto:info@crr.ie)

**Phone:** +353 1 206 8110

**Published information and guidance** can be found on our website [www.crr.ie](http://www.crr.ie)