



Customer Charter



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The Railway Safety Commission (RSC) was established on 1st January 2006 under the Railway Safety Act 2005.

The Commission has responsibility for regulating the safety of railway systems carrying fare-paying passengers and commercial freight, and of other railways where they interface with the public roads. The Commission also has responsibility for safety approval of new and modified Passenger carrying cable railways, cable cars and drag lifts.

The RSC became the Commission for Railway Regulation (CRR) on 29th February 2016 following its designation as a regulatory body in EU law under SI 249 of 2015.

Mission statement of the Commission for Railway Regulation:

The CRR is committed to advancing railway safety, ensuring fair access to the Iarnród Éireann infrastructure, and monitoring the sustainability of rail transport in Ireland.

Our commitment to our customers

We are committed to providing our customers with the highest quality service that addresses your needs and expectations. This charter describes the standard of service you can expect from us.

Customer Service Standards

Contact by telephone

If you contact us by telephone, our commitment to you is:

- We aim to answer 90% of all calls to our switchboard within 20 seconds
- We will identify ourselves by name when we answer your call
- We will direct your call to the most suitable person to answer your query
- We will respond to voicemail messages within one working day

Contact by letter

If you write or contact us by e-mail, our commitment to you is:

- We will issue an acknowledgement of your letter or email within one working day of receipt of your correspondence
- We will endeavor to respond fully to you within 15 working days in 90% of cases, or if this is not possible, we will write to explain why and advise you when you can expect a full response
- All correspondence will be written in clear language, only using technical terms where necessary and explaining any terms that are used
- Ensure all our written correspondence includes a contact name, telephone number, fax number and e-mail address.

Personal callers

If you visit our offices, our commitment to you is:

- You will be treated with courtesy and respect
- Our offices will be safe and clean and will meet all health and safety standards
- We will make our offices accessible to all customers, including those with special needs

Offering easy access to our services

We are committed to providing easy access to our services by:

- Ensuring we use simple clear language
- Offer a range of options for contacting us
- Supply you with full, up-to date, accurate information in the format you request, whenever possible

Service through Irish

We are committed to doing our utmost to facilitate you if you wish to conduct your business with us through Irish.

- If you write to us in Irish, we will respond to you in Irish
- We will publish our important documents such as our Statement of Strategy, Annual Report and Customer Service Action Plan in both Irish and English
- We will fulfil our obligations under the Official Languages Act 2003
- Our website is available in Irish.

Feedback

We would welcome any comments, suggestions or complaints from you about the service which you receive as our customer. We aim to deliver the best possible service to all our customers, but if you are not satisfied with the service you have received, we would like to hear about it.

If you wish to make a complaint, we recommend that you contact our staff where we will do our utmost to resolve the issue.

You can contact us by telephone, email, letter or fax.

Our contact details:

Commission for Railway Regulation

Temple House
57 Temple Road
Blackrock
A96Y5W5

Telephone: (01) 2068110

E-mail: info@crr.ie

Web: www.crr.ie