



Department of Communications,
Marine and Natural Resources

*An Roinn Cumarsáide,
Mara agus Acmhainní Náúrtha*

INTERNAL CUSTOMER SERVICE CHARTER



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INTERNAL CUSTOMER SERVICE CHARTER

1. INTRODUCTION

Internal customer service is a two-way process: we are all customers of each other. It is essential to the proper functioning of the Department and to the delivery of a high level of quality service to the public, that staff members provide a quality service to one another. In order to carry out our day-to-day business we depend upon the provision of information, technical advice, services, resources, and other forms of aid from our colleagues. We, as individuals, are depended upon in turn to provide such services to our colleagues in a professional manner.

This Charter has been put in place to fulfil a commitment made in the Department's Customer Service Action Plan 2004 – 2006. It sets out the standards of service that have been adopted by us, the staff of the Department of Communications, Marine and Natural Resources, in the interests of providing a high standard of internal customer service. Preparation and development of the Charter was overseen by the Department's Partnership Sub-group on Quality Customer Service who will publish a report on its implementation annually, on the intranet.

2. SERVICE STANDARDS FOR INTERNAL CUSTOMERS GENERALLY

Good external and good internal customer service share many of the same qualities including timeliness, courtesy, consulting with the customer. The standards of service in relation to service by telephone and dealing with correspondence that apply to external customers, as set out in the DCMNR Customer Service Action Plan 2004 – 2006 apply equally to our internal customers (all telephone calls should be answered within 20 seconds; all correspondence (including fax and email) to be acknowledged within 3 working days of receiving the communication and definitive replies, where possible, to issue within 20 working days.

Specific deadlines which have been set by Departments other than DCMNR (e.g. the Department of Finance in relation to financial reporting requirements) and the EU are also in place and these deadlines will continue to be met by all Divisions.

3. WORKPLACE CULTURE

- We will treat our colleagues as we would like to be treated ourselves.

- Our dealings with each other will be marked by courtesy, professionalism, friendliness, mutual respect, approachability and teamwork.

- Our aim is a workplace culture based on inclusion, openness, dignity, respect and duty of care.

- We will each acknowledge the contribution, input and views of people who work with us.

- Our workplace culture will have regard to a fair application of internal rules and procedures, the requirements of the work and the need for an equitable sharing of rights and responsibilities.

- We are committed to best practice in relation to all internal processes and procedures.

4. EQUALITY AND DIVERSITY

- We will each promote a culture of respect for diversity among all internal customers.

5. CORPORATE SERVICES

- We will ensure that the services provided by Corporate Divisions to staff will continue to be well publicised.

- Relevant Divisions will maintain on the intranet a Directory of Services which will provide useful information for staff, for example, who to contact in relation to accommodation, equipment, salary, travel and subsistence, conditions of service, health and safety, etc.

- We will conduct internal customer surveys on the views of staff on service delivery by Corporate Divisions to establish internal customer satisfaction rating.

a. Learning and Personal Development

- Training and development opportunities are available to enable staff to deliver on the Department's objectives in a professional manner.

- Further education and personal development will continue to be available through the Refund of Fees Scheme including the book loan scheme for course books.

b. Human Resources (HR)

- The services of the Employee Assistance Officer and the Disability Liaison Officer will continue to be made available as additional support resources for staff.

- We will continue to develop strategies to facilitate and support local management in actively dealing with HR issues at a local level insofar as possible as the most effective means of managing people and the Department's Human Resources.

c. Health and Safety

- We acknowledge that each member of staff has a responsibility to uphold the Department's health and safety standards.

- We will continue to provide health and safety training programmes for staff and continue to encourage the involvement of Safety Officers in all aspects of health and safety management.

- We will ensure that all our offices and workplaces are clean and safe, compliant with occupational health and safety standards, and facilitate, where relevant, access for staff with disabilities and others with special needs.

- Staff suggestions on how to make the working environment cleaner, safer and more aesthetically pleasing will be invited.

d. Information Communications Technology

- We will put in place an online tracking system so that staff can track progress on their requests to the IT Helpdesk.

- We will ensure that staff are adequately protected while using the Department's ICT facilities. Every effort will be made to ensure that staff are not exposed to inappropriate material or other offending matter in using the Department's systems.

6. SERVICE LEVEL AGREEMENTS

- Where sectoral Divisions interact with each other they will put in place inter-divisional Service Level Agreements to help in defining roles and responsibilities, set timeframes for the delivery of specific services and help drive up standards for internal service delivery. The SLAs and their specific service standards will be incorporated into Divisional Business Plans.

7. BUSINESS PLANNING PROCESS

- As part of the annual business planning process, each Division will identify its internal customers. Actions to be taken to address the needs of the internal customer will be integrated into the business planning process.

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8. INFORMATION AND INTERNAL COMMUNICATIONS

- Each Division will maintain online a brief description of its work and relevant contact details.

- We recognise the availability of staff photographs on the intranet as a valuable information resource.

- We will continue to use the intranet and staff magazine as useful information and communications tools.

- We recognise the importance of effective internal communications and we will ensure that relevant information is shared more effectively at all levels within the Department.

9. CONSULTATION AND INVOLVEMENT

- We accept that partnership-based approaches are crucial to the achievement of improved levels of performance and service to all of our customers (both internal and external). We will, to the greatest extent possible, continue to operate a consultative approach to decision-making within the Department.

10. IMPLEMENTATION AND MONITORING

Implementation of this Customer Service Charter will be overseen by the Partnership SubGroup on QCS and progress reports will be submitted to the Central Partnership Committee and the Management Committee twice yearly and published on the Intranet. In addition the SubGroup will, if considered necessary:

- hold workshops, customer panels and/or joint training sessions with internal customers to identify, discuss and help resolve problem areas;

- set up cross-team/business unit service improvement groups.

