



**Radiological Protection Institute of Ireland**  
An Institiúid Éireannach um Chosaint Raideolaíoch

## Quality Customer Service Action Plan 2008-2010

# 12 Principles of Quality Customer Service\*

## Quality Service Standards

"Publish a statement that outlines the nature and quality of service which customers can expect, and display it prominently at the point of service delivery."

## Equality/Diversity

"Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller community). Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services."

## Physical Access

"Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs".

## Information

"Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publication. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures."

## Timeliness and Courtesy

"Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer. Give contact names in all communications to ensure ease of ongoing transactions."

## Complaints

"Maintain a well publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided."

\* *The 12 guiding principles of Quality Customer Service as adopted by Government in 2000.*

## Appeals

“Maintain a formalised, well publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.”

## Consultation & Evaluation

“Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.”

## Choice

“Provide choice, where feasible in service delivery, including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.”

## Official Languages Equality

“Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.”

## Better Co-Ordination

“Foster a more co-ordinated and integrated approach to delivery of public services.”

## Internal Customers

“Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.”

## Contents

<b>1.0</b>	Foreword from CEO	<b>5</b>
<b>2.0</b>	Mission	<b>6</b>
<b>3.0</b>	Functions and Structure of the RPII	<b>7</b>
<b>4.0</b>	Our Customers and the Services we provide	<b>9</b>
<b>5.0</b>	Adoption of Principles	<b>13</b>
<b>5.1</b>	Quality Service Standards	<b>13</b>
<b>5.2</b>	Equality/Diversity	<b>14</b>
<b>5.3</b>	Physical Access	<b>14</b>
<b>5.4</b>	Information	<b>15</b>
<b>5.5</b>	Timeliness and Courtesy	<b>16</b>
<b>5.6</b>	Complaints	<b>16</b>
<b>5.7</b>	Appeals	<b>17</b>
<b>5.8</b>	Consultation and Evaluation	<b>17</b>
<b>5.9</b>	Choice	<b>18</b>
<b>5.10</b>	Official Languages Equality	<b>18</b>
<b>5.11</b>	Better Co-ordination	<b>19</b>
<b>5.12</b>	Internal Customers	<b>19</b>

## List of Appendices

<b>Appendix 1</b>	Customer Service Commitments	<b>20</b>
<b>Appendix 2</b>	Customer Service Complaints Procedure	<b>23</b>
<b>Appendix 3</b>	Contact Details	<b>25</b>

## 1.0 Foreword from CEO

I am very pleased to introduce our new Quality Customer Service Action (QCSA) Plan which covers the period 2008 to 2010. The delivery of quality customer service to all our customers is very important to the Radiological Protection Institute of Ireland (RPII) and is a key objective in our corporate strategy. The QCSA Plan, as well as outlining the range of services available from the RPII, sets out the commitments we have made under the 12 guiding principles of Quality Customer Service adopted by the Government in 2000. In addition, the Plan details the nature and quality of service our customers can expect when dealing with us.

Since its establishment in 1992, the RPII has been committed to the provision of high quality services to its customers. Our measurement and monitoring services have been accredited by the National Accreditation Board for many years and our Regulatory Services Division has recently been awarded accreditation to the ISO 17020 standard for its inspection activities.

The RPII recognises the importance of monitoring our customers' needs to enable us to continue to meet those needs. In 2008, as part of the implementation of our first QCSA Plan we surveyed some 4000 customers across the range of service areas and received feedback from almost 700. We were delighted that our customers were generally pleased with the quality of our service. Some customers encouraged us to expand the range of on-line services which we provide. This feedback helped us shape our new website which will be launched in 2009 and will directly address comments raised through customer feedback. We intend to continue to monitor the implementation of the QCSA Plan over the coming years. We will report progress on the implementation of commitments made under the 12 guiding principles in our annual reports.

I recognise that our staff play a key role in delivering a quality customer service and their support is critical to the successful implementation of the QCSA Plan. We are committed to ensuring that staff receive the training and support necessary to enable them to maintain and further improve the quality of service they deliver.

We look forward to successfully implementing the promises made in the QCSA Plan and are committed to continuing to deliver high quality services to our customers.



**Dr Ann McGarry**  
*Chief Executive*

## 2.0 Mission

“In the three year period from 2008 to 2010 the RPII will grow the level of awareness and implementation of the measures needed to protect people in Ireland from the harmful effects of ionising (and non-ionising) radiation through scientifically based regulation, monitoring and advice.”

## 3.0 Functions and Structure of the RPII

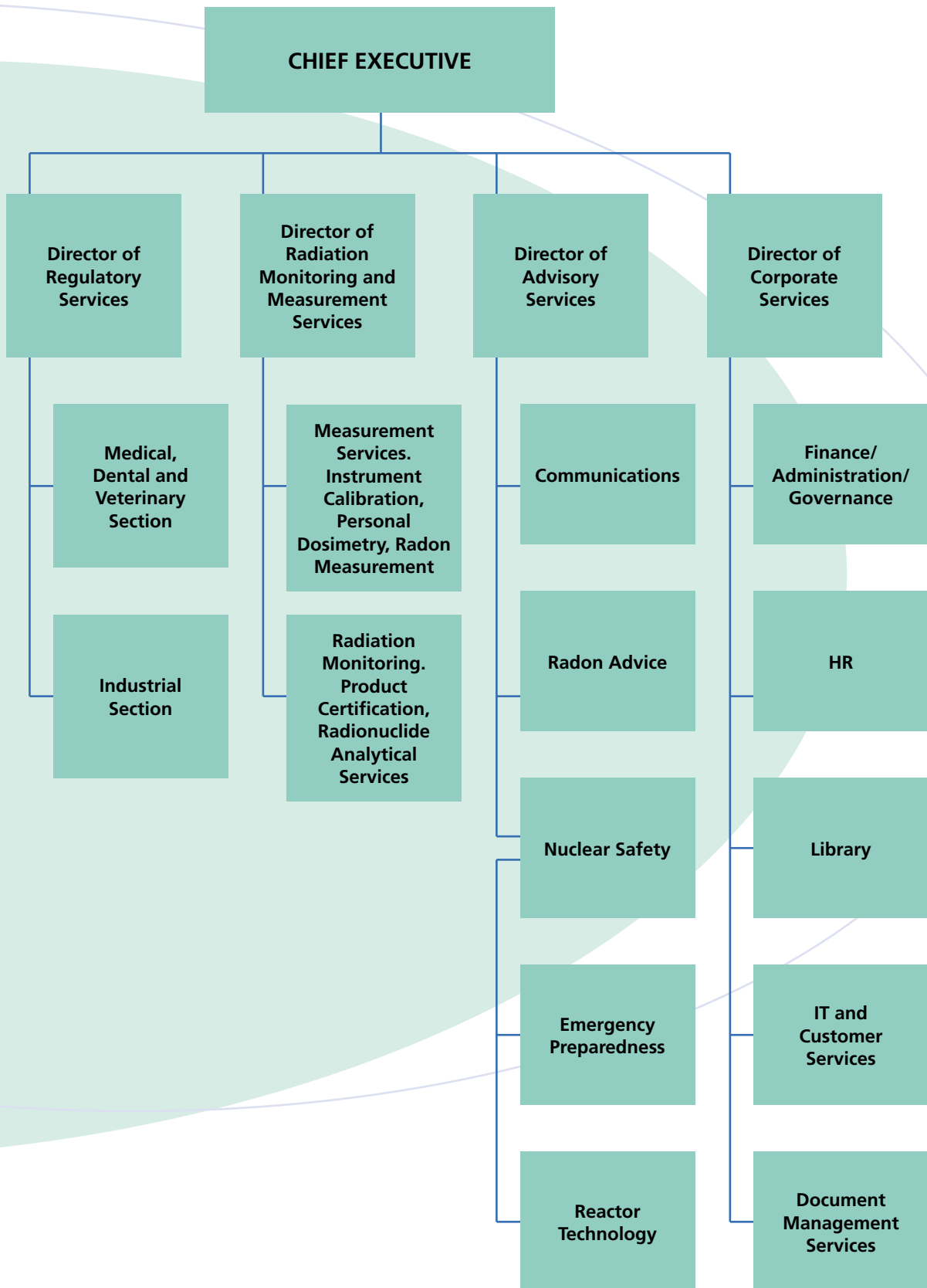
The RPII was established in 1992 under the Radiological Protection Act, 1991. It is the national organisation with regulatory, monitoring and advisory responsibilities in matters relating to ionising radiation. In particular the RPII concerns itself with hazards to health associated with ionising radiation and with radioactive contamination in the environment. The RPII comes under the aegis of the Department of the Environment, Heritage and Local Government.

The RPII is partly financed by the Exchequer and by income from measurement services and licensing charges.

### The RPII's principal objectives are:

- To provide advice to the Government, the Minister for the Environment, Heritage and Local Government and other Ministers on matters relating to radiological safety.
- To provide information to the public on matters relating to radiological safety.
- To maintain and develop a national laboratory for the measurement of levels of radioactivity in foodstuffs and the environment, and to assess the significance of these levels for the Irish population.
- To provide a personnel dosimetry and instrument calibration service for those who work with ionising radiation.
- To control by licence the custody, use, manufacture, importation, transportation, distribution, exportation and disposal of radioactive substances, irradiating apparatus and other sources of ionising radiation.
- To assist in the development of national plans for emergencies arising from nuclear accidents and to act in support of such plans.
- To monitor developments abroad relating to nuclear installations and radiological safety in general; and to keep the Government informed of their implications for Ireland.

# Organisation Structure



## 4.0 Our Customers and the Services we provide

The RPII has a wide ranging customer base and provides an array of services across all sectors. Among our customers are members of the public, the industrial, education and health sectors, Government and international organisations. The RPII provides information and advice to Government and the public. It also provides radon measurements, dosimetry, product certification and radio-analytical services on a commercial basis. The fees charged for these services are subject to Ministerial approval. We are fully committed to providing all of our customers with the same high standard of service.

In recognising the key role staff play in providing quality customer service the RPII provides support for its staff in areas such as training, development and Information Communication Technologies (ICT). We value the contributions and views of staff and encourage their input through our Partnership Committee.

Our staff are divided into 4 divisions and the services we provide are outlined below.

### 4.1 Regulatory Service Division

Under the Radiological Protection Act 1991 and the Ionising Radiation Order of 2000, the RPII must provide a licensing service to all practices involving the use of sources of ionising radiation. The Regulatory Service Division carries out regular inspections to ensure that licensees comply with regulations, license conditions and the recommendations of the International Atomic Energy Agency (IAEA). The RPII also issues Codes of Practice on various aspects of radiological protection. The Regulatory Services Division is divided into two sections which are outlined below.

#### The Medical, Dental and Veterinary Section

The Medical, Dental and Veterinary Section is responsible for regulating the use of ionising radiation by licensees in the medical sector including dentists, hospitals, chiropractors, as well as licensees using X-ray equipment and radioactive sources in the veterinary sector.

#### The Industrial Section

The Industrial Section regulates companies and third level educational establishments that use X-ray systems or radioactive sources for quality control and production processes, and for research & development. This section is also responsible for regulating the exposure of aircrew to cosmic radiation, and for work activities involving 'Naturally Occurring Radioactive Materials' (NORM) falling within the scope of the legislation under which the RPII acts.

### 4.2 Monitoring and Measurement Services Division

The Monitoring and Measurement Division provides a range of ionising radiation measurement services both to external clients and in support of the RPII's monitoring, regulatory and other programmes. The Division's clients include: hospitals, householders, exporters of Irish food produce, industry and other Government agencies. The principal work areas are covered by two sections Radiation Monitoring Section and Radiation Measurement Section.

### **Radiation Monitoring Section**

This section operates the RPII's Environmental Laboratory the main aim of which is to assess the exposure of the Irish public to radioactive contamination in both the terrestrial and marine environments. This is achieved through the collection and analysis of a range of foodstuffs and environmental samples, the results of which are published in the Marine Monitoring and Environmental Surveillance reports. The Laboratory also offers a testing and certification service to Irish exporters of foodstuffs and other goods.

### **Radiation Measurement Section**

The Radiation Monitoring Section operates three separate services, a Radon Measurement Service which provides measurement of radon in homes, schools and workplaces, a Dosimetry Service which provides dose measurements for occupationally exposed workers and a Calibration Service which provides an instrument calibration service for radiation measuring instruments.

#### **Radon Measurement Service**

The Radon Measurement Service is a commercial service. Its main function is to measure radon in homes, schools and workplaces. Radon is a naturally occurring radioactive gas and exposure to high concentrations of radon is known to result in an increased risk of lung cancer.

#### **Dosimetry Service**

The Dosimetry Service offers a personal monitoring service for workers exposed to ionising radiation during the course of their work. This includes workers in the health services, industry and universities. The service uses thermoluminescent dosimeters (TLDs) and PADC Neutron dosimeters capable of determining doses to the body and to extremities (hands & fingers) from x-ray, gamma and beta radiation and neutrons.

#### **Instrument Calibration Service**

The Instrument Calibration Service offers calibration of a range of radiation measuring instruments including dose rate meters, surface contamination monitors and personal monitors and alarms.

## **4.3 Advisory Services Division**

The Advisory Services Division is primarily responsible for the provision of information and advice to the public and to Government. The principal work areas are covered by four sections Emergency Preparedness, Reactor Technology, Communications and Radon Advice.

### **Emergency Preparedness Section**

The National Emergency Plan for Nuclear Accidents (NEPNA) has been developed by Government, to provide a response to nuclear accidents abroad which have the potential to contaminate the Irish environment. The RPII has been assigned a number of key roles under this plan including, activation of emergency arrangements in the event of an accident, monitoring the environment and the food chain, assessing the consequences of an accident and advising the Government of protective measures. This section is also responsible for the operation of a national network of monitoring stations that constantly measure the level of radiation in the environment. and for provision of advice on discharges from nuclear installations abroad.

### **Reactor Technology Section**

The Reactor Technology Section is responsible for providing advice to Government on nuclear fuel cycle activities abroad. This section also maintains the RPII's active involvement in the key work of International organisations that develop standards and guidance on safety in the use of ionising radiation and nuclear power

### **Communications Section**

The function of the Communications section is to promote the activities of the RPII and to maintain a high level of public confidence in the RPII's scientific expertise and objectivity. This section is responsible for the co-ordination of all contacts with the media, press releases, RPII publications and the provision of up-to-date information on the RPII website.

### **Radon Advice Section**

The Radon Advice Section provides information and guidance to the public on the risks posed by exposure to radon in homes and workplaces. Public information efforts are undertaken each year, particularly in High Radon Areas aimed at increasing awareness of radon in those areas. Reports, information brochures and guidance documents which outline effective means of minimising exposure to radon have been prepared and are available on the RPII website.

## **4.4 Corporate Services Division**

The Corporate Services Division is divided into five sections encompassing all of the RPII's support services. These include Finance, Administration, Governance, Human Resources, IT & Customer Service, Library Service and Records Management. All of these functions directly support staff, and the organisation, in the delivery of its functions and services.

### **Finance/Administration/Governance Section**

The Administration Section is primarily responsible for the provision of an administrative service to the RPII, which includes financial and general administrative matters. This section also supports the Board and the Audit Committee in its work. Included in this is corporate governance and in particular the implementation of the Code of Practice for the Governance of State Bodies.

### **Human Resources Section**

The Human Resources Section is responsible for all aspects of human resource management including staff training & development, remuneration and welfare.

### **IT and Quality Customer Service (QCS) Section**

The main function of the section in relation to IT is to develop and maintain information and communications technologies that support the business objectives of the RPII. It is also the role of the section to develop and assist with the implementation of an appropriate e-strategy for the provision of services online. The IT/QCS Section monitors changes in the IT sector to ensure that the RPII continues to make the best use of the available technology appropriate for its needs. In relation to QCS the section is responsible for developing a QCS action plan and Customer Charter, and will oversee its implementation and future development.

### **Library Section**

The RPII provides a library as a source of information on issues related to its activities. The library houses a specialised collection of books, technical reports and journals. It is open to the public, by appointment, and provides a reference service to researchers, students and staff.

### **Records Management Section**

The Records Management Section is primarily responsible for developing and maintaining appropriate records management procedures. This includes management of archival material and off-site storage and provision of advice to sections on appropriate records management practices.

## 5.0 Adoption of Principles

This part of the Action Plan sets out how the Radiological Protection Institute of Ireland plans to adopt the Quality Customer Service Principles over the life of this plan and the actions which we intend to pursue in respect of the principles.

### 5.1 Quality Service Standards

“Publish a statement that outlines the nature and quality of service which customers can expect, and display it prominently at the point of service delivery.”

The RPII is committed to providing a high quality of service for all our customers. The standards of service which can be expected by our customers are set out in our Customer Charter. In continuing to highlight our customer service standards we will

- Publish our Customer Charter and make it available at our offices and on our website [www.rpii.ie](http://www.rpii.ie).
- Publish this action plan setting out the RPII's commitments in the provision of quality customer service and make it available through our website [www.rpii.ie](http://www.rpii.ie).
- Continue to provide customer service training for our staff on a regular basis.
- Carry out a customer satisfaction survey and implement recommendations where appropriate.
- Publish a statement of progress on achieving quality customer services delivery in our annual reports.
- Maintain accreditation under ISO 17025 for the Monitoring and Measurement Division.
- Work towards achieving and maintaining accreditation under ISO 17020 for the Regulatory Services Division.

## 5.2 Equality/Diversity

“Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller community). Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.”

The RPII is committed to treating all our customers equally. We will seek to ensure that our services and facilities are accessible to all our customers, including those with special needs. To this end we will

- Ensure the rights to equal treatment established by equality legislation are adhered to and that all customers are dealt with in a consistent and fair manner.
- Ensure awareness amongst staff of equality issues.
- Work to ensure that we keep up-to-date with best practice in this area and participate in programmes designed for the Civil and Public Service to address equality/diversity issues.
- Continue to facilitate staff to avail of family friendly schemes.
- Ensure that the RPII is an equal opportunity employer and at all times committed to equality of opportunity and operate recruitment and selection procedures in full compliance with all legal requirements.
- Put in place, as appropriate, facilities and equipment to maximise access to employment in the RPII for people with disabilities and enable such applicants to participate in competition for posts.

## 5.3 Physical Access

“Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.”

The RPII is committed to ensuring that our offices are clean and safe and that they meet all relevant health and safety standards. We aim to ensure that our services and facilities are accessible to all our customers, including those with special needs. To achieve this aim we will

- Continue to maintain our offices to a standard which is safe, comfortable and compliant with occupational health and safety regulations.
- Continue to improve accessibility of our offices and services in line with the recommendations of the accessibility audit undertaken in 2008.
- Endeavour to ensure all reasonable effort to meet the special requirements to which some disabilities give rise.

## 5.4 Information

“Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publication. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.”

The RPII strives to provide an efficient and effective information service to all our customers. The demand for our services continues to rise each year and it is necessary to ensure that we maintain and, where possible improve our services to meet this growing demand.

As a scientific body many of the areas the RPII deals with can be very technical. We make every effort to ensure that the information we provide is clear and easily understood by our customers. To maintain our high standards in this area to make further improvements during the course of this action plan we will

- Develop our website as the primary communications tool of the RPII and improve its functionality in line with customer expectations.
- Ensure our website contains comprehensive information regarding our services and is updated regularly.
- Ensure our website meets with the required accessibility criteria and standards making it technically possible to access the website and also ensuring the website is usable.
- Ensure that all information about radiation protection will be readily available accessible and understandable to a non scientific audience.
- Ensure that information provided by the RPII will be scientifically based and accurate at all times.
- Continue to provide application forms, guidance documents and information leaflets that are easily understood.
- Continue to undertake radon awareness campaigns and host the National Radon Forum.
- Continue to maintain and improve file management procedures and reporting mechanisms to facilitate the operation of the Freedom of Information Act.
- Support the partnership process in the RPII.
- Revise/develop a set of guidance documents/codes of practice relevant to our customers.
- Conduct public and targeted information sessions, as appropriate in relation to specific service areas.
- Utilise the potential offered by information technology.
- Ensure staff are kept informed and up-to-date on activities and developments through the use of information bulletins and staff briefings/meetings.

## 5.5 Timeliness and Courtesy

“Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer. Give contact names in all communications to ensure ease of ongoing transactions.”

The RPII is committed to delivering a quality service to all our customers by ensuring that they are dealt with in a timely fashion and treated with courtesy and sensitivity. Our Customer Service Charter sets out the standards of service that customers can expect when contacting us and the standards we aim to meet in respect of courtesy and timeliness. These standards apply in all our dealings with customers, whether over the telephone, in writing, by email or in person. We will

- Adhere to the principles and commitments contained in the Customer Service Charter.
- Continue to train staff in the provision of customer service.
- Continue to treat customers with courtesy and sensitivity.
- Communicate with stakeholders on any necessary changes in service.

## 5.6 Complaints

“Maintain a well publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.”

We will maintain a well-publicised, accessible, transparent and simple to use system of dealing with complaints about the quality of service provided together with a system of appeal and review. Enabling our customers to provide feedback or make a complaint is an important part of our commitment. We will maintain a feedback system that lets you tell us how we are performing. We acknowledge the importance of customer feedback in improving the quality of our service. To this aim we will

- Deal with complaints about the quality of service provided in accordance with our Customer Complaints Procedure as set out in Appendix 2 of this document .
- Ensure all staff are aware of the complaints procedure and receive appropriate training.
- Further develop our internal procedures for investigating and managing complaints.

## 5.7 Appeals

“Maintain a formalised, well publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.”

Customers who feel that they are not fully satisfied after following the complaints procedure contained in this action plan may proceed further in accordance with the formal appeals procedure. We will

- Deal promptly and impartially with appeals about our service delivery in accordance with our complaints procedure.
- Evaluate feedback and appeals with a view to improving service delivery.

## 5.8 Consultation and Evaluation

“Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.”

We welcome and encourage feedback from our customers, including suggestions on how we might improve our services for the future. The RPII carried out a customer service satisfaction survey in 2008. This survey provided an opportunity to obtain feedback on ways we can improve the quality of our services.

It is our intention to conduct regular evaluations of our performance against the commitments contained in our Customer Charter and this Action Plan. To maintain and further develop our consultation and evaluation processes during the lifetime of this plan, we will

- Implement, where appropriate, recommendations highlighted in the customer satisfaction survey.
- Conduct further customer focused surveys.
- Encourage customer feedback.
- Continue to report annually on how we perform against our customer service commitments.
- Endeavour to further improve our consultation and evaluation systems during the period covered by this Action Plan.
- Continue to support the RPII's partnership committee to facilitate consultation with staff as internal customers.

## 5.9 Choice

“Provide choice, where feasible in service delivery, including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.”

The RPII supports the principle of providing customers with as much choice as possible. Our opening hours are 9am to 5pm (including lunch time) from Monday to Friday. We aim to make as much information as possible available on our website as well as improving electronic access to our services. For customers seeking advice on radon we provide a freefone contact number as well as pro-actively engaging with our customers through the use of radon road shows. To further improve the choice available to our customers we will

- Examine the possibilities provided by existing and emerging technologies with a view to providing our customers with improved quality, choice and access to our services.
- Continue to provide as much information as possible on our website.
- Extend the range of payment options available to our customers.
- Continue to provide a number of nationwide public information campaigns concerning radon.
- Continue to provide multiple contact points for customers including meeting areas, telephone, e-mail and website.

## 5.10 Official Languages Equality

“Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.”

Every effort will be made to continue to facilitate, as far as practical, customers who wish to conduct their business with us through Irish in accordance with the provisions of the Official Languages Act, 2003. We will

- Ensure that the RPII meets its obligations under the Official Languages Act, 2003.
- Continue to provide key publications such as the Annual Report in both official languages.
- Continue to make available to staff opportunities to acquire and enhance Irish language skills.
- Maintain the visibility of Irish in external and internal signage, corporate stationery and publications.

## 5.11 Better Co-ordination

“Foster a more co-ordinated and integrated approach to delivery of public services.”

The RPII is committed to ensuring that its services are delivered in a co-ordinated and integrated manner. We operate in a specialised field of radiation protection and actively work with other similar organisations to ensure that the services delivered and the information provided continues to meet high standards. We will

- Develop Memoranda of Understanding with relevant organisations and continue to progress existing agreements.
- Co-ordinate with other bodies on relevant work activities.
- Continue to participate in the Quality Customer Service Network to ensure that the approach to customer service is consistent with best practice.
- Continue to participate in national, European and international fora on radiation protection related matters.
- Monitor forthcoming projects under the eGovernment initiative to avail of any opportunities that may arise with a view to developing co-ordination in service delivery.
- Continue to promote better internal co-ordination through the emphasis of inter-sectional collaboration in the delivery of business plans.

## 5.12 Internal Customers

“Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.”

The RPII recognises the very positive contributions made by staff in delivering high quality services to our customers. The RPII staff also recognise and accept that they should apply the same high standards of service in their dealings with each other as when dealing with external customers. We will

- Ensure staff are aware of the RPII's commitments under this plan.
- Continue to provide, and facilitate staff in availing of, family friendly work schemes.
- Continue to maintain and update our staff handbook.
- Ensure that appropriate training and development is provided for all staff in order to meet customer needs.
- Continue to include the topic “Staff as the internal customer” in customer service training programmes.
- Review internal business processes and systems to ensure they adequately support staff.
- Provide an efficient and effective corporate services function which meets the needs of internal customers.
- Continue to promote good staff relationships through the use of processes such as partnership, staff meetings, PMDS and the provision of a dedicated HR function.

# Appendix 1: Customer Service Commitments

## Radiological Protection Institute of Ireland Customer Service Charter

### Mission Statement

In the three year period from 2008 to 2010 the RPII will grow the level of awareness and implementation of the measures needed to protect people in Ireland from the harmful effects of ionising (and non-ionising) radiation through scientifically based regulation, monitoring and advice.

### Our Commitment

We are fully committed to providing a high quality of service to our customers. Our aim is to provide to all persons who contact us, a helpful, courteous and effective service. This charter describes the standard of service you can expect from us.

### Telephone Communications

If you contact us by telephone we will:

- Answer your telephone call promptly and politely. Our office hours are 9.00 a.m. to 5.00 p.m. Monday to Friday.
- Provide you with clear and accurate information.
- Take your details if we cannot deal with your enquiry immediately and let you know when you can expect to hear from us again.
- Ensure that voice mail messages are up-to-date and inform you of the availability of individual staff members.
- Respond to all voice mail messages promptly.
- Provide a free phone number for radon advice/measurement – 1800 300 600.
- Provide a 24 hour contact service for radiological emergencies.

### Correspondence

If you contact us in writing we will:

- Provide a full reply to your enquiry (by post, fax or e-mail) within 15 working days.
- If we cannot meet this timeframe we will send you an explanation of our current position and what we will do next.
- Use clear language and explain any technical terms as required.
- Ensure that all our correspondence contains a contact name, telephone number, fax number and e-mail address.
- Ensure that automated e-mail replies are up-to-date and inform you of the availability of individual staff members.
- Try to assist you in identifying the relevant body to deal with your query in the event that your query falls outside the RPII's remit.

## Information

We will:

- Make available up-to-date and accurate information.
- Use simple and clear language in forms, explanatory leaflets and newsletters.
- Provide RPII publications/documentation on our website or directly from our Library Service.
- Provide access to our Library Service by appointment.

## Visiting our website

We will:

- Provide easy access to information relating to the services we provide.
- Make available downloadable copies of RPII published reports, guidance documents and forms.
- Provide access to monitoring data and information relating to the National Emergency Plan for Nuclear Accidents.
- Keep our website up-to-date and provide as much information as practicable in an electronic format.

## Visiting the RPII

Visits to our offices can be arranged by appointment. If you are visiting our offices we will:

- Meet you punctually.
- Treat you with courtesy and be as helpful as possible.
- Ensure that our offices comply with occupational health and safety requirements.

## Equality and Diversity

We will

- Respect the principles of equality and the diversity of our customers in the delivery of our services.
- Ensure that the rights to equal treatment established by equality legislation are upheld in the delivery of our services.

## Feedback

The RPII's Quality Customer Service Action Plan outlines how we will work towards providing a high quality service to our customers. This charter is one element of the Plan and its purpose is to outline the standards we aim for in the provision of our services.

Feedback in the form of comments and/or complaints is important in helping us to ensure that we continue to deliver a quality customer service. We welcome feedback from all of our customers.

You can do this by

- Completing and returning our Quality Customer Service (QCS) Comment Card
- Providing comments and suggestions regarding the service you receive to the

Customer Service Manager,  
Radiological Protection Institute of Ireland,  
3 Clonskeagh Square,  
Dublin 14.

Tel: 01 2697766

Fax: 01 2697437

E-mail: [customerservice@rpii.ie](mailto:customerservice@rpii.ie)

web: [www.rpii.ie](http://www.rpii.ie)

## Radiological Protection Institute of Ireland: Customer Service Complaints Procedure

This procedure is for customer service complaints relating directly to the quality of the service provided. It does not cover complaints about RPII decisions or activities where there are statutory mechanisms in place to deal with complaints/appeals e.g. Freedom of Information (FOI), Regulatory and Licensing decisions.

Full details of how to make a complaint about our customer service are set out in our Quality Customer Service Action Plan 2006-2007, which is available on our website.

If you need to make a complaint about the quality of service you received, in the first instance the complaint should be directed to the QCS Manager. The complaint may be submitted in writing (fax, letter, or email to [customerservice@rpii.ie](mailto:customerservice@rpii.ie)).

Complaints should be made as soon as possible following the incident under complaint. The following information should be provided in order to help us address or investigate the matter efficiently.

- Your name and address.
- Details of your complaint.
- The name of the section and if appropriate, the staff member(s) with whom you were dealing.
- A day-time contact number, if you are happy for us to contact you by phone.

Please provide as much information as possible to help speed up the investigation of your complaint. Your complaint will be directed to an appropriate member of staff for careful examination. This person will not have been directly involved in the original action which gave rise to your complaint.

In general, we will investigate and address your complaint(s) and reply to you within 20 working days of the receipt of your complaint(s). Where it is not possible to meet this target, we will inform you and work to resolve the complaint as soon as is practicable and will keep you informed of progress.

# Appendix 2: Customer Service Complaints Procedure

## Our Commitment

The Radiological Protection Institute of Ireland is committed to promoting quality, openness and transparency in the delivery of services to our customers. The standards of service which you can expect are set out in our Customer Service Action Plan 2006–2007. It is our aim to meet these standards at all times. However, if you are not satisfied with the standard of service you receive or feel improvements could be made, we welcome your feedback and will deal with all comments and complaints thoroughly and fairly.

We aim to deal with all comments or complaints promptly with a full reply within 20 working days of receipt. Where this is not possible, you will be advised accordingly and issued with regular updates regarding the progress of your submission. We will ensure that causes of complaint are rectified, as necessary, and not repeated in the future.

## Issues covered by the complaints procedure

This procedure relates to customer complaints and comments relating directly to the quality of the service provided, for example:

- Complaints about issues such as delays, mistakes, poor customer service, lack of courtesy.
- Instances where you did not receive the quality of service you feel you are entitled to.

If you feel the service you have received has been less than satisfactory we would like to hear from you.

## Issues not covered by the complaints procedure

- Activities of the RPII where there are existing statutory mechanisms in place to deal with appeals e.g. Freedom of Information, matters related to regulatory enforcement, etc.

## How do I make a complaint?

You can make a complaint by contacting the RPII directly

- In writing to  
Customer Service Manager  
Radiological Protection Institute of Ireland  
3 Clonskeagh Square  
Dublin 14.
- By e-mail ([customerservice@rpii.ie](mailto:customerservice@rpii.ie)).
- By phone (01 2697766).
- By fax (01 2697437).

Complaints should be made as soon as possible following the incident under complaint. The following information should be provided in order to help us address or investigate the matter efficiently.

- Your name and address.
- Details of your complaint.
- The name of the section and if appropriate, the staff member(s) with whom you were dealing.
- A day-time contact number, if you are happy for us to contact you by phone.

Please provide as much information as possible to help speed up the investigation of your complaint.

### **What we will do on receipt of a complaint?**

On receipt of a complaint we will undertake to:

- Assign a member of staff who will process your complaint in the first instance and will do their best to resolve your complaint speedily. This person will not have been directly involved in the original action which gave rise to your complaint.
- Issue a full reply within 20 working days of your complaint being received. Where this is not possible, we will issue you with regular updates regarding the progress of your complaint.
- Where appropriate, provide an explanation for and/or an undertaking to address the issue raised in the complaint.

### **What if I am not happy with the reply I receive?**

If you are not satisfied with the response you received to your complaint you may appeal it to the Director of Corporate Services.

Director of Corporate Service  
Customer Complaints  
Radiological Protection Institute of Ireland  
Clonskeagh Square  
Dublin 14

Appeals should be received within 10 working days from the date of reply.

# Appendix 3: Contact Details

## Main Contact Details for all services

### Radiological Protection Institute of Ireland

3 Clonskeagh Square  
Dublin 14  
Ireland

**Tel:** 01 2697766

**Fax:** 01 2697437

**E-mail:** [rpil@rpil.ie](mailto:rpil@rpil.ie)

**Website:** [www.rpil.ie](http://www.rpil.ie)

**Official opening hours:** 9:00 am to 5:00 pm

## Additional Contact Details By Division

### Regulatory Services Division

**Tel:** 01 2697766

**Fax:** 01 2605797

**E-mail:** [regulatory@rpil.ie](mailto:regulatory@rpil.ie)

### Monitoring and Measurement Services Division

**Tel:** 01 2697766

**Tel (Freefone Radon Measurement):** 1800 300600

**Fax (Main):** 01 2697437

**Fax (Certification):** 01 2830639

**E-mail (Certification):** [certification@rpil.ie](mailto:certification@rpil.ie)

**E-mail (Dosimetry):** [dosimetry@rpil.ie](mailto:dosimetry@rpil.ie)

### Advisory Services Division

**Tel:** 01 2697766

**Tel (Freefone Radon Advice):** 1800 300600

**Fax:** 01 2697437

**E-mail:** [rpil@rpil.ie](mailto:rpil@rpil.ie)

### Corporate Services Division

**Tel:** 01 2697766

**Fax:** 01 2697437

**Fax (Library):** 01 2830638

**E-mail:** [rpil@rpil.ie](mailto:rpil@rpil.ie)

**E-mail (Customer Service):** [customerservice@rpil.ie](mailto:customerservice@rpil.ie)

**E-mail (Library):** [library@rpil.ie](mailto:library@rpil.ie)

**E-mail (Finance):** [finance@rpil.ie](mailto:finance@rpil.ie)





