



Our Corporate Plan sets out that the Authority will undertake its work in accordance with a set of process guidelines. These guidelines can be summarised under six headings: consultation and inclusiveness, research and evaluation, best management practices, facilitating change, the international dimension, subsidiarity and autonomy.

Our commitment to you

The National Qualifications Authority of Ireland is committed to providing the highest quality service and equality of treatment to all our customers. This charter sets out the standards of service you, as our customer, are entitled to expect from the Authority.

Our service promise

We are committed to the following standards of service across the range of our customer service activity whether externally or internally focussed:

Telephone Services

We promise to:

- ensure that our telephones will be answered from 9.15am to 5.30pm Monday to Friday.
Telephone: 01 887 1500
Fax: 01 887 1595
- try to leave no call unanswered. Where extensions are unattended, these will be programmed to record your message to be dealt with later or transfer you to reception.
- respond to voicemail messages promptly.
- provide an immediate answer to your enquiry or where this is not possible, to take details and call you back promptly.
- help you as much as we can and provide you with all the information available.

Written Correspondence

We promise to:

- provide a full reply to all written communications within 15 working days. If this is not possible, we will send an interim reply explaining the position before the 15 days expires.
- ensure that all letters are written in clear simple language and carry a contact name, telephone number, fax number and email address.
- process payments promptly.

Meetings and visits to our Offices

We promise to:

- ensure that our offices are open to you from Monday to Friday from 9.15am to 5.30pm.
- have our offices accessible to people with disabilities. However, should you have any concerns or special needs, please let us know how we may help.
- meet you on time for pre-arranged meetings and when you are visiting our offices, we will advise you of the exact location and ensure that you are met when you arrive.
- keep our offices safe and clean and ensure that they meet the minimum occupational health and safety standards.

Our Website

We promise to:

- keep our website up-to-date.
- ensure our website complies with disability access requirements and contains information relevant to you, our customer.
Our website address is www.nqai.ie
- listen to your views on the quality of our website and to continue to enhance it to meet your needs.

Service through Irish

We will accommodate customers who wish to deal with us through Irish.

We promise to:

- reply in Irish to correspondence received in Irish.
- publish key Corporate documents in both Irish and English.
- put as much material as possible on our website in Irish.

We will meet our commitments under the Official Languages Equality Act, 2003.

Easy access to Information and Services

We promise to:

- be as helpful as possible in all our contacts with you.
- ensure that all information, forms and leaflets are easily understood.
- supply you with up-to-date, accurate and comprehensive information in the format you request, wherever possible.
- carry out a customer satisfaction survey at least once every two years.
- openly receive and welcome your comments, suggestions and views on any aspect of our service.

Equality/Diversity

We promise to:

- ensure the rights to equal treatment established by equality legislation and accommodate diversity so as to contribute to equality for all.
- 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.

Timeliness and Courtesy

We promise to:

- deliver the highest quality services with courtesy, sensitivity and the minimum delay.
- foster a climate of mutual respect between ourselves and our customers.

Complaints and Appeals

We promise to:

- maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.
- provide an outline of our procedures on our website www.nqai.ie
- similarly, 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 the quality of service provided.

Consultation, Evaluation and Choice

We promise to:

- continue to provide a structured approach to meaningful consultation with, and participation by, our customers in relation to the development and review of our customer service.
- ensure meaningful evaluation of our customer service.
- provide choice, where feasible, in the delivery of our customer service using available and emerging technologies.

Coordination

We promise to:

- foster a coordinated and integrated approach to customer service.

Internal Customer

Our staff are recognised as internal customers and we are committed to ensuring that they are properly supported and consulted with regard to customer service issues.

We value the contribution of our staff and we endeavour to enable all staff to make their maximum contribution in achieving the highest quality in all customer service related matters.

Contact us

Ms Leah Foley

Customer Service

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