



**WESTERN
DEVELOPMENT
COMMISSION**

Western Development Commission (WDC)

Customer Charter 2019 – 2024

WDC Customer Charter

The WDC is committed to providing our customers with a professional, efficient and courteous service in accordance with the [12 Guiding Principles of Quality Customer Service](#). This Charter sets out the standards of service you may expect from the WDC.

Our Mission

To foster and promote economic and social development in the Western Region.

Our Vision

To develop a globally competitive region of vibrant connected communities that work smarter and live better.

Our Strategic Themes

Regional Promotion	Regional Leadership	Sustainable Enterprise
<p>We will promote the West, engaging people in the work that we do.</p> <p>Working with others, we will inform and support those living, working or drawn to the renowned quality of life and beautiful region in which we live.</p>	<p>We will take a lead role in informing, and where appropriate, delivering, national and regional policies and programmes.</p> <p>We will work collaboratively with key stakeholders to build a globally competitive region</p>	<p>Taking the long-term view, we will identify, support and develop key sectors to build a sustainable future.</p> <p>We will invest to grow business and employment; sustaining the region's natural resources, unique culture and vibrant communities.</p>

Our Values

Our values set out the way we work, how we collaborate, communicate and deliver:

1. **Leadership:** As a trusted organisation we will advocate for, influence and advise on issues affecting the West and on regional issues nationally.
2. **Sustainability:** We are committed to sustainability; both in sustaining vibrant communities and business and to sustaining the natural resources in the beautiful region in which we live.
3. **Innovation:** We will put innovation at the core of everything we do, embracing change and balancing risk and opportunity to bring bold ideas to life.
4. **Collaboration:** We will work with others to make the best use of available resources.
5. **Public Service:** We will act with honesty, integrity and impartiality in serving the public, our use of state resources and working for the public good.
6. **Equality, Dignity and Respect:** We will create a positive and accepting work environment where each member of staff is treated equally, with dignity and with respect.

Commitment to our Customers

- As outlined in the WDC's Strategy Statement, our aim is to ensure that our contribution to the development of the western region adds value to the achievement of national government policy, whilst at the same time providing an effective service to all our customers.
- The WDC is committed to providing a high level of customer service which is courteous and timely, and in line with the [12 Guiding Principles for Quality Customer Service](#).

Guiding Principles for Quality Customer Service

1. Quality Services Standards

A statement outlining the nature and quality of service a customer can expect will be published and prominently displayed.

2. Equality/Diversity

Respect the right to equal treatment established by equality legislation, ensuring that nobody will be treated unfairly. Ensure to contribute to equality of all groups covered by the equality legislation. These groups include:

1. Gender
2. Marital status
3. Family Status
4. Age In
5. Disability
6. Race
7. Sexual Orientation
8. Religious Belief
9. Membership of the Traveller community

3. Physical Access

Provide clean accessible offices which comply with occupations and safety standards and consider the privacy of the customer at all times. Facilitate customers with disabilities and other specific needs where possible.

4. Information

A proactive approach in providing all information in a timely, concise manner to enable the customer to conduct their business. Information is up-to-date, accurate and provided in simple and clear language. Ensure that the website is up to date with relevant information, news, reports, and application forms where necessary and follow the guidelines on web publication.

5. Timeliness and Courtesy

Deliver quality service with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer.

6. Complaints

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

7. Appeals

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

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 of delivery.

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.

10 Official Languages Equality

Where possible, services through Irish and/or bilingually will be provided, and customers are informed of their right to choose to be dealt with through one or other of the official languages.

11. Better Co-ordination

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

12. Internal Customer

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

Our Customers

Given that the WDC has seven counties under its remit (Clare, Donegal, Galway, Leitrim, Mayo, Roscommon and Sligo), it has a wide range of Customers, including Government Departments, Local Authorities, elected representatives, partner bodies, international organisations, voluntary and representative groups/committees.

Our Commitment to you, the customer

Our priority is to meet your needs in a professional and courteous manner. We aim to achieve this by:

- Giving you the best possible service and providing helpful advice
- ensuring you are treated properly, fairly and with courtesy and respect
- giving you information you need in a timely manner
- giving you the best possible service in a helpful manner
- ensuring that your rights to equal treatment under equality legislation are upheld whilst delivering our services
- aiming to meet any special needs you may have

We will ensure that your query is dealt with efficiently, and promptly. ... If your query does not come under the remit of the WDC but relates to another agency, we will forward your query to that organisation and inform you accordingly.

Contact by Letter

When writing to us:

- we will reply in full to your letter as soon as possible but no later than 20 working days after receipt of same. If we are unable to do this, we will write to explain the situation, and when you can expect a full reply
- contact name and details of the staff member dealing with your query will be included in all written correspondence
- all letters will be in clear, concise, easy to read simple language and where possible free from jargon or technical terms

Contact by E-mail

When e-mailing us:

- we aim to reply to your e-mail no later than 20 days after receipt of same. If we are unable to do this, we will mail you to explain the situation and when you can expect a full reply
- An automated Out of Office e-mail response will issue when staff are out of the office
- A signature will appear at the end of each e-mail which will include a contact name, address, telephone number and e-mail address.
- anonymous e-mails (i.e. where the sender has not identified themselves or has used a pseudo name) will not be responded to and will be deleted.

Contact by Telephone

When you telephone us:

- all calls to reception will be answered promptly, giving the name of the company
- if you are calling out of hours, a recorded message will inform you of your options on leaving a message
- all calls will be answered promptly and politely
- we aim to answer your queries straight away. If you require to speak to another member of staff, you will be transferred promptly. If they are out of the office, a message will be taken with the details of the call, and the staff member will be notified of the call.
- all callers are expected to identify themselves to staff
- calls that are abusive or threatening to staff will not be tolerated, and the person taking the call has the right to end the call immediately

Visiting our Office

When you visit us:

- visitors will be treated courteously. Reception facilities will be provided including appropriate provision for people with disabilities.

- Visitors can call at any time, and we will aim to facilitate their query. If we cannot deal with your query immediately we will take as much information as possible and get the information to you as soon we can but no later than 20 working days.
- we aim to arrange meetings to accommodate a time and date that suits you
- we aim to provide private meeting rooms to discuss your query
- We aim to protect our internal & external visitors & their health & safety are a priority. Therefore, visitors will not be permitted to visit the office if they have tested positive for COVID-19, are experiencing symptoms, have recently returned from a high-risk area or have recently been in close contact with someone who has tested positive for COVID-19. In line with HSE Guidelines, visitors will be required to wear face coverings & maintain social distancing as required during their visit.

Services in Irish

- we aim to facilitate your request to conduct your business through Irish
- we aim to ensure relevant documents, i.e. Annual Reports, Strategic Statements and other relevant reports, are available in both English and Irish

Services for people with disabilities

- we aim to facilitate people with disabilities
- the office is accessible for wheelchair access and disabled toilets
- an assessable meeting room is provided on ground floor to facilitate meetings

Help us to help you

Our customers have an important role to play in how we offer the best customer service to you.

You can greatly assist us to provide the best service to you by using the following steps:

- providing accurate information
- providing accurate contact details
- responding to requests for additional information
- making appointments

- co-operating with staff

Providing Feedback

Receiving feedback can help us improve the way we provide our service to you by:

- providing comments, complaints or suggestions about the service you receive
- completing and returning any customer survey that you might be asked to complete

If you want to forward suggestions on how we could improve our services, you can do so by sending an e-mail to info@wdc.ie or send your suggestion directly to Western Development Commission, Dillon House, Ballaghaderreen, Co. Roscommon F45 WY26.

How to make a complaint

If you have a complaint about the service you received, you should speak with a department manager concerned who will look into the matter or put your complaint in writing to the office. We will do our best to understand your complaint and ensure that we will put things right if we have made an error. We will acknowledge your complaint within three working days and aim to deal with your complaint within ten working days. If further information is required, we will let you know and aim to have the full complaint completed within 20 working days.

You can contact our Office in person, by post, by telephone, by e-mail or by fax.

Western Development Commission (WDC)

Dillon House, Ballaghaderreen

Co. Roscommon

F45WY26

Telephone 094 9861441

Fax 094 9861443

E-mail info@wdc.ie

Website: www.wdc.ie

Opening Hours: Monday – Thursday 9.00am to 5.30pm

Friday 9.00am – 5.00pm

Review History

Version	Date
V1	May 2019
V2	June 2021