



Ag Rialáil Gairmithe Sláinte
agus Cúraim Shóisialaigh

Regulating Health +
Social Care Professionals

Customer Charter

June 2016

An Chomhairle um Ghairmithe Sláinte agus Cúraim Shóisialaigh
Health and Social Care Professionals Council



Customer Charter

Introduction

We are committed to providing you with the best customer service we can. To ensure that we deliver on this commitment, we have prepared this customer charter. It is based on the 12 Principles of Quality Customer Service for government departments and public bodies and sets out the standard of service that you can expect to receive in your communication with CORU whether by telephone or in person, online via our website or email, or in writing.

Our Role

CORU's role is to protect the public by promoting high standards of professional conduct and education, training and competence through statutory registration of health and social care Professionals.

Our Vision

CORU's vision is to have the confidence and recognition of both the public and the health and social care professionals in its processes and standards of regulation.

Public confidence and trust in CORU and its regulatory processes

It is important that CORU has public trust and confidence. In order to achieve this, we will put in place systems and processes that are not only transparent and objective but are also regarded by both the public and professionals as being completely independent of any vested interests. Achieving this level of credibility and public standing will require a concerted effort on the part of CORU and the professions represented. The term public includes potential services users, educators and employers of the professions to be regulated.



Professional confidence and trust in CORU and its regulatory processes

Our aim is to be recognised as a trusted and positive force by promoting and maintaining the highest standards of care for health and social care professionals. We must demonstrate capacity to engage with the professions to improve standards of practice and increase levels of public safety. To do this, it is critical CORU displays fairness and balance in all of its duties.

Processes and Standards of Regulation

The demonstration of integrity, transparency and effectiveness in the operations and decision making of CORU is essential. In order to become a reputable regulator, CORU has to demonstrate these qualities in all its processes including the processes for registration, education and fitness to practise.

Our Customers

In our role as a health and social care regulator, CORU will deal with a wide range of customers including the general public, health and social care professionals, employers and students, registrants, educators, researchers, professional representative bodies and unions as well as staff from other regulators and public sector bodies. The term 'customer' is used throughout this charter to refer to all these groups.

Our Standards

This Charter summarises the standards you are entitled to expect from us. Our standards focus on accessibility, effectiveness and efficiency.



Our Promise to You

At all times we will:

- Deal with you promptly, efficiently and to the best of our ability.
- Provide you with clear and accurate information.
- Try to use clear and simple language and only use technical terms when absolutely necessary.
- Be polite, friendly and fair at all times.
- Set real and achievable targets and monitor our performance against these targets.
- Treat you with respect, and in the same way as we will treat all our customers.
- Protect any personal information you give us.
- Inform you of your rights and entitlements.
- Respond to your complaints.
- Ensure that any correspondence received in Irish is answered in Irish.

Corresponding with CORU

Telephone

- Our reception telephone is operated Monday to Friday from 9:00am-5:00pm. It is closed on bank holidays.
- When we answer a call, we will give a name.
- If your call needs to be transferred to another person we will tell you the name of that person and ensure that you can either speak to him/ her or leave a message.
- If you wish to leave a message on an individual's voicemail, you will be told when to expect a response.
- We will be polite and friendly at all times, and try to be as helpful as we can.
- We will respect your privacy and treat your enquiry in confidence.
- We aim to answer all calls promptly. If we do not answer the call and you leave a message on CORU's main line, we will respond to your message within three working days.
- We will do our best to answer your query over the phone as clearly as possible.
- If we cannot answer your query immediately, we will provide you with a full reply within fifteen working days where possible.
- However, if there is going to be a delay, we will let you know why, and when you may expect to receive a detailed reply.



Letter and Email

- If you send us a letter or email, we will respond to you as soon as possible, 80% of queries are replied to within three working days. If your query is complex, we will send you an acknowledgement of it within three working days, and will respond to it fully within 15 working days.
- However, if there is going to be a delay, we will let you know why and when you may expect to receive a detailed reply.
- We will ensure all our correspondence includes a contact name, telephone number and email address.
- If you send an email to someone who is out of the office for longer than two working days, you will receive a response telling you this and letting you know who else can help you with your query.
- We will do our best to answer your query as clearly as possible.
- We will be polite and friendly at all times, and try to be as helpful as we can.
- We will respect your privacy and treat your enquiry in confidence.

Visiting our Office

- We will ensure that our offices are open to you from Monday to Friday from 9:00am – 5:00pm.
- We will greet visitors politely, be fair and helpful and deal with their enquiries as quickly as possible.
- We will provide suitable facilities for meetings and will make sure that our offices are clean and safe.
- We will also make sure that our offices are accessible for people with disabilities. However, should you have any concerns or special needs, please let us know how we may help.
- We will do our best to help you with your enquiry.
- We will be polite and friendly at all times, and try to be as helpful as we can.



Visiting Our Website www.coru.ie

- We will do our best to ensure that our website is kept up to date at all times.
- We will use clear and simple language and only use technical terms when absolutely necessary.
- We will do our best to ensure that our website is user-friendly, accessible, easy to access and navigate.
- We will provide facilities for making an enquiry through our website.
- We will acknowledge enquiries or complaints made through our website within three working days, and aim to respond to all queries within 15 working days.

Official Languages

In relation to the Irish language, CORU will:

- Reply in Irish where correspondence is received in Irish.
- Publish key documents in Irish and English.
- Meet our commitments under the Official Languages Act.

Accessibility

We will ensure that:

- Our materials are provided in a relevant and accessible manner.
- Our premises are accessible to all people with disabilities and we will take active steps to reasonably accommodate the needs of customers with disabilities by providing facilities which enable them to avail of our services.
- We are committed to the reasonable accommodation of diversity in the manner in which our services are provided and we will take steps to address needs specific to our customers from all nine discriminating grounds in order to enable them to avail of our services.
- We implement a communications strategy that uses channels of communications, formats and media that are accessible to all our customers across the nine grounds.
- We aspire to provide excellent facilities at all our events. We will use safe, accessible premises at all times.



Freedom of Information

- CORU is subject to the Freedom of Information Act. For more information about making a Freedom of Information request from CORU, please visit the Freedom of Information section of our website.

Help Us to Help You

It is our responsibility to provide the best service we can to our customers. We would welcome your help in doing this by:

- Quoting any reference numbers when you telephone us, or on any written correspondence.
- Giving us all the information we need to help you, including your name, address and a daytime telephone number or email address on your correspondence.
- Being as clear as possible about your enquiry or complaint and give us as much detail as possible.
- Letting us know if you have any suggestions on how we can improve the service we provide you.
- Treating our staff politely and with respect.
- Reporting any issues that arise.
- Participating in any customer surveys we conduct.

Complaints Procedure

As an organisation, we aim to provide the best customer service we can to the public and registrants. That is why your feedback, good or bad, is so important to us. We realise that sometimes mistakes do happen, so if you're unhappy with something we've done or haven't done, then please let us know. Your contribution is valuable to us as it can help us improve our service, and therefore the service you receive in the future.

Equally, if you have experienced great customer service from our organisation or you feel someone deserves praise for the work they have carried out on your behalf, let us know.



If you wish to make a complaint, please:

- Complete a Customer Service Complaint Form (available on www.coru.ie or we can post it to you if you call 01 2933160)
- Fill out and return to the form to:
The Customer Service Team
CORU
Joyce House
8-11 Lombard Street
Dublin 2
D02 Y729
- Once a complaint is received, a member of our Customer Service Team will send you an acknowledgement.
- A member of the Customer Service Team may contact you to seek additional, relevant information.
- Having investigated the complaint, we will send you a detailed response.
- If you have any questions, you can contact the Customer Service Team on 01 2933160 or email customerservice@coru.ie.

We will:

- Deal with all complaints in an effective, fair and confidential manner.
- Acknowledge your complaint within three working days and respond to complaints within 15 working days.
- Keep you regularly updated as to the progress of your enquiry if the issue has not been resolved within agreed times.



Appeals Procedure

If you are not satisfied with the outcome of the investigation of your complaint, you may appeal the decision to:

Head of Corporate Services at CORU

CORU

Joyce House

8-11 Lombard Street

Dublin 2

D02 Y729

If you feel that you have been unfairly treated or are not satisfied with our decision on your complaint, it is open to you to contact the Office of the Ombudsman. The Ombudsman's staff examine complaints about the administrative actions of Government Departments and Offices.

Contact details are as follows:

Office of the Ombudsman
18 Lower Leeson Street
Dublin 2

Tel: Lo-call 1890 22 30 30

Tel: 01 639 5600

Fax: 01 639 5674

Email: ombudsman@ombudsman.gov.ie
www.ombudsman.ie