## 

## Western Development Commission (WDC)

## Customer Service Action Plan 2016 – 2018

## November 2016

## Western Development Commission (WDC) Customer Service Action Plan (2016 – 2018) The WDC Customer Service Action Plan 2016 – 2018 sets out the relevant steps we will take to deliver on the commitments in our Customer Charter. These steps are set out in accordance with the 12 Guiding Principles of Quality Customer Service. <http://www.taoiseach.gov.ie/eng/Work_Of_The_Department/Quality_Customer_Service/12_Principles_of_Quality_Customer_Service.html>

## 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.

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| Action | Indicator | Timeline |
| Ensure that the Customer Charter is available in the office and online.  Ensure that the Charter is published on the website and available in work areas | Customer Charter and Action Plan are readily available in appropriate areas | Ongoing |
| Quality Service Standards | Conduct Customer Service Feedback Surveys | Every 3 years |
| Reporting of Customer Service Feedback | Report annually in the Annual Report | Annually |
| Promote awareness of Quality Service Standards and the principles of customer Service among staff | Internally by e-mail, communicate at staff meetings. Training provided when required |  |
| Work with stakeholders and Government Departments to improve Customer Service | Continue to use best practice when communicating with stakeholders | Ongoing |

## Equality/Diversity

Respect the principles of equality and the diversity of our customers in the delivery of all services. Ensure that no-one will be treated unfairly on grounds of gender, marital status, family status, sexual orientation, religious belief age, disability, race or membership of the Travelling 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.

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| Action | Indicator | Timeline |
| Promote Staff Awareness on the role of equality both internal and external | Staff are aware of the principles of equality and diversity and information circulated | Ongoing |
| Include staff awareness by including awareness in Policy and procedures file, at staff meetings and where necessary through training and development | Included in Policies and Procedures manual, training and communicated at staff meetings | Ongoing |
| Implement the principles of the Code of Practice for the Employment of People with Disability in the public service and ensure compliance with the employment targets under *Part 5 of the Disability act 2005.* | Implementation of Principles.  Targets Achieved. | Ongoing |
| Equality and Diversity is central to the Agency policies and procedures. | Adhere to legislation and procedures | Ongoing |

## Physical Access

Provide clean, accessible public office that ensures privacy, complies with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

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| Action | Indicator | Timeline |
| Ensure Office is maintained to the required standard for both customers and staff | Feedback from customers and staff. Liaison with parent Dept. with regard to information on staff with disabilities | Ongoing/Annually |
| Up-to-date Health and Safety Statements are in place. Adequate procedures are in place for any emergencies | Health and Safety Statements updated to required legislation and implemented accordingly. | Ongoing |
| Ensure wheelchair accessibility to the building | Wheelchair accessibility is provided |  |
| Wheelchair accessible toilet | Wheelchair accessible toilet is provided |  |

## 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.

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| Action | Indicator | Timeline |
| Ensure language is clear in information leaflets, on application forms etc. | Feedback from customers and stakeholders. | Ongoing with feedback sought every 3 years through survey |
| Meaningful engagement/ interaction with social media – twitter, Facebook. | Monitor information on social media sites and to ensure it is clear and relevant. | Ongoing |
| Ensure that information on the website is up-to-date, relevant clear, consistent, timely and accurate. | Feedback from Stakeholders / Customers | Ongoing |

## 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.

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| Action | Indicator | Timeline |
| Ensure all staff are aware of the guidelines with regard to the procedures for answering the phone | Guidelines included in policy and procedures manual | Ongoing |
| Meet the standards of service as set out in the Customer Charter and ongoing review of performance | Customer/Stakeholder feedback through comment sheet/survey | Ongoing |
| Freedom of Information (FOI) requests and Access to Information on the Environment (AIE) requests meet the statutory requirements and relevant contact person provided. | Statutory requirements are met.  Contact person is included on website and relevant correspondence | Ongoing |
| Promote the use of social media, website, and e-zines to circulate information. | E-mail reminders. Technical Support provided | Ongoing |
| E-mail signatures to include contact details e.g. Name, Title, Department, phone and e-mail. | Technical support provided | Ongoing |

## Complaints procedures

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

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| Action | Indicator | Timeline |
| Staff awareness of Customer Complaints Procedures by publishing a Customer Charter on website and displaying procedures in the office | Customer Charter available on website.  Guide for staff in handling complaints in Policy and Procedures manual  Reminders at staff meetings. | Ongoing |
| Publicise complains procedures on the WDC website [www.wdc.ie](http://www.wdc.ie) in Customer Charter | Customer Charter posted on website. | Nov 2016 |
| Monitoring of complaints and queries. | Queries addressed and dealt with | Ongoing |
| Address all complaints and adhere to guidelines in Customer Charter | Complaints are dealt with in a timely manner | Ongoing |

## Appeals

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 services.

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| Action | Indicator | Timeline |
| Awareness that options are available to the customer/stakeholder if they are dissatisfied with the decision made in relation to the services provided | Details of how to make an appeal are available. | Ongoing. |

## 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.

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| Action | Indicator | Timeline |
| Consult with Customers and Stakeholders to understand their needs and expectations with regard to Customer Service. | Carry out consultations in line with the guidelines on Consultation for Public Sector Bodies. | Ongoing |
| Using all methods possible to assist Customers/Stakeholders to give their input. | Process becomes more accessible through the use of different methods of consultation. | Ongoing |
| Input from Stakeholders/ Customers every three years to identify issues. | Customer Surveys carried out.  Note Issues raised.  Address these issues. | Every three Years |
| Survey stakeholders/ customers on a regular basis on the quality of service received. | Add a Comment Card to the website.  Customer Survey form circulated. | Ongoing  Circulate Surveys every 3 years |

## 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.

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| Action | Indicator | Timeline |
| Information is readily available on request in a user friendly manner appropriate to the Customer e.g., e-mail, soft copy, hard copy, audio and is easy to read. | Customer Feedback from surveys | Survey every 3 years  Ongoing |
| WDC Website is updated on a regular basis so that customers can access information and services provided. | Survey | Ongoing |

## Official Language Facilities

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

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| Action | Indicator | Timeline |
| WDC Official Languages Scheme is up to date under the Official languages Act 2003 | Scheme is implemented | Ongoing |
| Encourage staff to learn Irish/improve their Irish language skills | Provide training for staff who are dealing directly with customers through the Irish Language | Ongoing |
| Communicate with the Office of an Coimisinéir Teanga | Communication ongoing | Ongoing |

## Better Co-ordination

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

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| Action | Indicator | Timeline |
| Engage with parent Department Dept. Arts Heritage Rural Regional and Gaeltacht Affairs and other stakeholders with regard to common goals | Co-ordinated approach to policies and legislation  Co-ordinated agreement on working together to achieve goals | Ongoing |
| Strengthen communication and consultation with the Department and Stakeholders | Satisfied with level of communication and consultation  Monitor through survey feedback | Ongoing and Survey every 3 years |
| Engage with other sectors including general public, non- governmental agencies, business and voluntary sectors | Groups are satisfied with level of Customer Service and support. | Measured through surveys and feedback |

## Internal Customer

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

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| Action | Indicator | Timeline |
| Develop internal communication functions. | Quarterly Staff Meetings  Regular Management Meetings | Ongoing |
| Identifying Training and Development needs through the PMDS process. | Training provided as required | Ongoing |

## Data Protection

In addition to the 12 principle, the WDC is also committed to the management of the collection, processing, storage, use and disclosure of certain information relating to individuals, as required under the Data Protection Acts 1988 and 2003.

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| Action | Indicator | Timeline |
| Guidelines on Data Protection and security and confidentiality of personal data reviewed | Guidelines updated and circulated to staff. | Ongoing |

## Location and Contact Details of the WDC Office. Western Development Commission Dillon House Ballaghaderreen Co. Roscommon F45 WY26

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