



## **Dignity 4 Patients**

First Floor  
Park Heights  
Grange Rath  
Drogheda  
Co. Meath

**Helpline:** 041-9843730  
**Helpline Text:** 086 1654111  
**Office:** 041-9845761

**Office Open:** Monday – Wednesday  
**Helpline Hours:** 10:00am – 01:00pm

# **Customer Charter - 2018**

## **Policy Statement:**

We are committed to achieving the highest quality standards when providing services to our customers and engaging with stakeholders. We appreciate feedback and strive for continuous improvement where there is a need in our organisation.

## **Telephone Communications – we strive to:**

- Answer efficiently
- Identify ourselves by name
- Be professional and courteous
- Direct you to the right person
- Take an accurate message if the person you are trying to reach is unavailable
- Answer your query immediately or advise you when we will be in a position to answer if responding to more complex matter
- Provide a voicemail option if we are unavailable to answer the telephone
- Listen to you respectfully

## **Written Communications – we strive to:**

- Respond to you within 7 days
- Provide relevant information
- Advise you if any delays are expected to occur in responding to your query and
- Keep a record of your correspondence

## **Organisation Visits – we strive to:**

- Welcome you and make sure you are comfortable while visiting us
- Be courteous and professional towards you
- Take into consideration your accessibility needs

## **Customer Complaints and Decisions – we strive to:**

- Provide you with an effective complaints process
- Respond to your complaint in full within 14 days
- Advise you of any delays in responding to your complaint and why such delays may occur
- Learn from your feedback and comments
- Provide you with the rationale for our decisions

- Provide you with information about our complaints appeal procedure
- Be transparent and honest in our dealings with you

<b>Policy</b>	<b>Customer Charter</b>		
<b>Board Member</b>	<b>Approved?</b>	<b>Date Approved?</b>	<b>Notes.</b>
Aine McDonough			
Brendan Kerin			
Gemma Byrne			
Grainne Rafferty			
Paul Farrell			
Paul Murphy			
<b>Policy Approved by Minimum Quorum of 3?:</b>		<b>No</b>	
<b>Policy Adopted On Date Of:</b>		<b>00.00.2019</b>	