



Customer Charter

Our Mission

The Competition Authority's mission is to ensure that competition works well for the benefit of consumers throughout the Irish economy.

The Purpose of our Customer Charter

As an expression of our commitment to ensuring that you, our customer, continues to receive the highest level of service possible, The Competition Authority has implemented a Customer Charter. The charter sets out the standards you should expect from us, explains how you can obtain information, outlines procedures for expressing any concerns, and offers advice on how you can help us to serve you better.

The hallmark of our charter is our promise to provide consistently professional and high-quality service. This means that at all times:

- you will be treated with courtesy and consideration;
- your questions and needs will be attended to promptly;
- we will exercise the utmost integrity in providing services; and
- we will not disclose any information about you without your consent, except as permitted by law.

Our service commitment applies to services provided both by our own people and by people/organisations working on behalf of the Authority.

Contacting Us

Whether you call in person, telephone, write or email us, we will deal with your enquiry swiftly and endeavour to provide a complete and helpful reply. We will respect the confidentiality of personal information you provide us, or to which we may become privy, and use it only in accordance with the law.

When contacting us by telephone we aim to:

- answer telephone calls, during opening hours, within 30 seconds with the staff member identifying themselves on answering.
- be helpful and courteous and provide you with as much information as possible immediately. However, if we cannot deal with your query immediately, we will take your details and call you back within one working day or at a time which suits you.
- when we are aware of delays we will tell you about the delay and the reason in advance.
- if we are out of the office for a considerable length of time we will activate our voicemail, indicating how long we will be away from the office and will respond to your message within one working day of our return to the office.
- Wherever possible callers will be given a direct dial number to allow them to bypass the switchboard.
- outside office hours, telephone calls will be diverted to voicemail and any messages will be responded to within one working day.
- our opening hours and any specific dates on which the office may be closed will be clearly indicated on both our telephone answering service and our website.

When contacting us in writing we aim to:

- acknowledge receipt of all correspondence within 3 working days and endeavour to provide a full response within 15 working days. If this is not possible we will issue an interim reply, explaining the position and indicating when you can expect a final reply.
- write in a clear language and if we use technical terms with which you may not be familiar we will be happy to provide you with an explanation.
- provide a contact name, address and direct dial number for the correspondent and, if different, the person dealing with your correspondence.

When calling to our office we aim to:

- ensure you are seen punctually and, where appointments have been made, at the scheduled time
- treat you with respect and courtesy and provide you with the maximum level of privacy possible.
- ensure that our meeting facilities are clean, accessible, safe and maintained to a high standard.

Provision of Information

We will continue to make available a wide range of material of relevance and interest to our customers in an accessible, clear and timely manner. The Authority's website, www.tca.ie, provides information in a customer focused manner and our aim is that it will:

- be accessible to all, including people with disabilities
- provide up to date press releases and publications for download
- provide facilities for queries, comments and complaints
- provide useful contact details

Should you be unable to access information via the website, hard copies of documents can be requested by calling +353 (01) 8045400 and documentation will be sent by post within one working day.

Official Languages

Where you request to be dealt with in Irish we will do our best to facilitate you. We will:

- reply in Irish where correspondence is received in Irish
- publish key documents simultaneously in Irish and English

How you can help

- Quote reference numbers when writing to us about ongoing correspondence
- Provide a clear return address, daytime telephone number and email address in your correspondence, if available
- Provide accurate/relevant and honest information
- Treat our staff in the way you would like to be treated yourself
- Give feedback through comments, compliments or complaints about the quality of service received

Feedback

The Competition Authority wishes to provide the best customer service possible to all customers. In this regard, we welcome, both positive and negative, feedback on your experience as a customer of the Authority.

Please email suggestions on how we might improve our service to sr@tca.ie or send comments by post to:

Ms. Sandra Rafferty,
Corporate Services Division
The Competition Authority
Parnell House,
14 Parnell Square,
Dublin 1.

Complaints Procedure

If you have a complaint about the Authority's service we want to know about it. We view complaint resolution as an important part of our continuous improvement process. We believe that the most effective and fastest way to resolve a complaint and achieve customer satisfaction is to deal with the issue at the point where the service was provided. Therefore if you have a complaint about the service we have provided you should speak either to the line manager of the area concerned who will look into the matter or you should write to the Authority's Quality Customer Service Officer, Sandra Rafferty. We will acknowledge your complaint within 3 working days and try to resolve the issue within 10 working days. Should we need to carry out further research we will let you know and try to have the issue resolved within 20 working days.

If you are unhappy with this service you can take the matter further by writing to the:

Office of the Ombudsman
18 Lower Leeson Street
Dublin 2
Tel: (01) 5785222; LoCall: 1890223030
Email: ombudsman@ombudsman.irlgov.ie

Performance Reports

We will report on how well we live up to the standards set out in this charter on a yearly basis in our Annual Report. The Report is available in hard copy from The Competition Authority (telephone: +35318045400, email: info@tca.ie) or electronically via our website, www.tca.ie.

Further Information

Should you require any further information on any aspect of our Customer Charter please do not hesitate to contact Sandra Rafferty via email at sr@tca.ie or by phone on +353 1 8045417.