



BAI Quality Customer Service Charter and Action Plan 2018 - 2021

BAI Quality Customer Service Charter

As a public sector organisation, the BAI is committed to providing a quality service to citizens and aims to do so by implementing this Customer Service Charter ("Charter"). This Charter sets out the standards of service which you can expect to receive from us, both as a member of the public and as a staff member of the BAI. This Charter specifically relates to how we interact with you, and our conduct during those interactions. The accompanying Action Plan lays out our commitments under each heading and how we will evaluate and consult on the achievement of those commitments.

The BAI is committed to:

Quality Service Standards

We are committed to providing all our clients with a high standard of service. This Charter, and Customer Service Action Plan, sets out the standards of service we aim to provide. We will display this Charter in our office entrance and on our website.

Equality / Diversity

We are committed to providing a service to all clients that upholds their rights to equal treatment established by equality legislation. We will aim to ensure that our services and facilities are accessible to all our clients, including those with special needs.

Official Languages Equality

We will make every effort to accommodate people who wish to conduct their business with us through Irish. We will meet our other commitments under the Official Languages Act 2003.

Physical Access

We are committed to providing a clean, accessible public office that ensures privacy, complies with occupational and safety standards and, as part of this, facilitates access for people with disabilities and others with specific needs.

Information

We are committed to continuing to make sure that all our publications are clear, are accurate and available in electronic or printed format and meet the requirements of people with specific needs. When answering queries, we will give accurate information in a timely fashion, using clear and simple language. We have a website www.bai.ie which we keep as up to date as possible.

Timeliness and Courtesy

When you call, write to or visit us, we are committed to delivering quality services with courtesy, sensitivity and the minimum delay.

Customer Service Complaints and Appeals

We commit to dealing with issues of customer dissatisfaction with quality of service in an objective, consistent, open and fair manner. You have a right to complain if the standard of service we provide is not up to the standard set out in this Charter. Complaints will be addressed as quickly as possible and complainants will be kept informed of progress.

If your complaint is upheld or if we have made a mistake, we will correct it as quickly as possible and offer you an explanation or an apology, as appropriate.

Appeals

We commit to maintaining a formalised, transparent and easy to use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

Choice of Contact Methods

Our customers can contact the BAI by telephone; by email; through forms on our website; in writing; through social media and in person.

Internal Customer

Our staff are recognised as internal customers and are properly supported and consulted with regard to service delivery.

Consultation and Evaluation

We are committed to engaging with our stakeholders, and taking account of their views and input in the way that we carry out our work. This Charter and Action Plan will be consulted on to ensure meaningful evaluation of service delivery. We welcome your comments and suggestions on this Charter and on how we can improve our service in the future. If you would like to comment or make a suggestion please e-mail info@bai.ie

Please note that staff of the BAI are not obliged to deal with people who are offensive or abusive towards them. In the event that a person demonstrates this type of behaviour, our staff have been instructed to end the phone call or not to respond to the correspondence.

BAI Customer Service Action Plan 2018-2021

Quality Service Standards

We are committed to providing all our clients with a high standard of service. This Charter, and Customer Service Action Plan, sets out the standards of service we aim to provide. We will display this Charter in our office entrance and on our website.

COMMITMENT	PERFORMANCE INDICATOR
1. Publish a Customer Service Charter and Customer Action Plan 2018 – 2021.	The BAI Charter is displayed at the entrance to our public office and is available on our website www.bai.ie and the Charter and Action Plan are available in hard copy upon request.
2. Encourage a customer service culture among staff and adherence to the commitments in this plan, through induction and training as appropriate.	Staff familiarity with our commitments as evidenced by feedback.

Equality/Diversity

We are committed to providing a service to all clients that upholds their rights to equal treatment established by equality legislation. We will aim to ensure that our services and facilities are accessible to all our clients, including those with special needs.

COMMITMENT	PERFORMANCE INDICATOR
3. Ensure that all customers are treated equally in line with legislation.	Customer feedback.
4. Provide training to relevant staff on equality and diversity matters, as required.	Training delivered to relevant staff.

Official Languages Equality

We will make every effort to accommodate people who wish to conduct their business with us through Irish. We will meet our other commitments under the Official Languages Act 2003.

COMMITMENT	PERFORMANCE INDICATOR
5. The BAI will publish a Scheme under the Official Languages Act 2003 which shall detail the services the BAI provides through both Irish and English.	Scheme is approved and implementation is reviewed by the Irish Language Commissioner. The relevant staff liaise with the Commissioner in line with reporting requirements.

Physical Access

We are committed to providing a clean, accessible public office that ensures privacy, complies with occupational and safety standards and, as part of this, facilitates access for people with disabilities and others with specific needs.

COMMITMENT	PERFORMANCE INDICATOR
6. Monitor and maintain the safety of our offices. All staff participate in emergency and evacuation drills.	Facilities Management company in place. Health and Safety Statement is in place and implemented. Health and Safety checks carried out routinely including Risk Assessment and training. Fire drills held regularly. Fire equipment tested and fire warden training provided.
7. The BAI ensures our premises is physically accessible to people with disabilities and others with specific needs.	General help and information is available and provided to people with disabilities and specific needs who wish to use our premises or services. Regular engagement with Facilities Management company to ensure compliance with building accessibility requirements

Information

We are committed to continuing to make sure that all our publications are clear, are accurate and available in electronic or printed format and meet the requirements of people with specific needs. When answering queries, we will give accurate information in a timely fashion, using clear and simple language. We have a website www.bai.ie which we keep as up to date as possible.

COMMITMENT	PERFORMANCE INDICATOR
8. Provide as much useful information as possible through our website. In doing so, use plain English written communications, keeping the use of technical or official terms and jargon to a minimum and where necessary explaining these terms.	Customer feedback.
9. We aim to ensure our website meets the needs of persons who are deaf or have a hearing impairment and persons who are blind or partially sighted, by providing key information in an appropriate format. We also provide alternative formats such as Braille, audio and ISL versions, on request.	Maintenance and improvement of the elements of our website which enable people with disabilities to access services and information through assistive technologies. This currently includes Browse Aloud, Text Magnifier, Screen Mask, Simplify and MP3. Provision of alternative print and audio formats of certain publications on request such as rules and consultation documents. Continued consultation with bodies such as NCBI in order to improve service standards in the delivery of materials to those with specific needs and assessing the accessibility of our website.

Timeliness and Courtesy

When you call, write to or visit us, we are committed to delivering quality services with courtesy, sensitivity and the minimum delay.

COMMITMENT	PERFORMANCE INDICATOR
<p>10. Ensure that the following practical measures are consistently in place to support timeliness and courtesy, such that all staff:</p> <ul style="list-style-type: none">(a) provide their contact details in any correspondence to allow for easy follow up;(b) provide a prompt response to correspondence. When this is not feasible due to the need for significant investigation, research or resources we will provide a prompt update which will outline the expected time frame for the response;(c) ensure that when staff are out of the office, appropriate voicemail and out of office email messages are active;(d) answer queries received through social media promptly during the working week.	<p>Audit of correspondence to ensure prompt responses.</p> <p>Audit of absence of out of office email and telephone messages by staff.</p> <p>Recorded messages available on all phones.</p>

Customer Service Complaints and Appeals

We commit to dealing with issues of customer dissatisfaction with quality of service in an objective, consistent, open and fair manner. You have a right to complain if the standard of service we provide is not up to the standard set out in this Charter. Complaints will be addressed as quickly as possible and complainants will be kept informed of progress.

If you have a customer service complaint, please use the Complaint Form at the end of this document (Appendix A) or contact info@bai.ie for a Complaint Form, to outline the nature of the complaint, and this will be forwarded to the relevant manager. If your complaint is upheld or if we have made a mistake, we will correct it as quickly as possible and offer you an explanation or an apology, as appropriate.

We commit to maintaining a formalised, transparent and easy to use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

COMMITMENT	PERFORMANCE INDICATOR
11. Ensure all complaints are addressed promptly, fairly and in a consistent manner.	Audit complaint records to ensure consistent procedure followed. Review of complaints process.
12. Ensure staff are aware of the complaints procedure and appeals process and the matter is efficiently resolved.	Staff feedback.

Internal Customer

Our staff are recognised as internal customers and are properly supported and consulted with regard to service delivery.

COMMITMENT	PERFORMANCE INDICATOR
13. Provide staff with the relevant information and training in their role on providing quality customer service.	Staff training delivered. Feedback mechanism as part of the BAI PMD process.

Consultation and Evaluation

We are committed to engaging with our stakeholders, and taking account of their views and input in the way that we carry out our work. This Charter and Action plan will be consulted on to ensure meaningful evaluation and review of service delivery. We welcome your comments and suggestions on this charter and on how we can improve our service in the future. If you would like to comment or make a suggestion please e-mail info@bai.ie.

COMMITMENT	PERFORMANCE INDICATOR
14. Enable customers to provide feedback on service delivery and the BAI Quality Customer Service Charter	Review customer feedback at the end of this plan period to inform the next plan. Corrective action taken.

Choice of Contact Methods

Our customers can contact the BAI by telephone; by email; through forms on our website; in writing; through social media and in person.

COMMITMENT	PERFORMANCE INDICATOR
15. Provide a range of contact channels, i.e. letter, email, online forms, social media and phone, and meet members of the public or return calls at a time suitable to them.	Customer feedback.

Monitoring & Reporting

Continuous improvement is important to the BAI. We will push for continuous improvement to ensure we provide the best service that we can. We will monitor our performance against the standards outlined to make sure we are achieving them and take action if we are not.

16. In the final year of this Plan, we will assess our performance against this plan. We may implement changes to our Charter/and or Action Plan from time to time as may be considered necessary or desirable.

Contact:

Broadcasting Authority of Ireland, 2 - 5 Warrington Place, Dublin, D02 XP29, Tel: + 353 1 644 1200

Údarás Craolacháin na hÉireann, 2-5 Plás Warrington, Baile Átha Cliath 2, Éire, DO2 XP29.

Ríomhphost: info@bai.ie www.bai.ie



CUSTOMER SERVICE COMPLAINT FORM

Name:	
Address:	
Email:	
Phone:	
Description of Complaint:	
What you are hoping to achieve (for example an apology, an explanation etc.)	
<i>Note – in describing your complaint, please provide a full description of the nature of your complaint and how you think it might be resolved, please use additional pages as necessary and sign each additional page)</i>	

Signed: _____

Date: _____

Please return your completed form to the Broadcasting Authority of Ireland, 2 - 5 Warrington Place, Dublin or info@bai.ie