



CARANUA

support for survivors of institutional abuse

Customer Service Charter

This charter explains what you can expect from us. It also outlines what we expect from you and how you can help us to improve.



Customer Service Charter

Caranua aims to provide a responsive, friendly and professional service. We also encourage feedback from people who contact us as this will help us to improve our services.

This charter explains what you can expect from us. It also outlines what we expect from you and how you can help us to help you.

Who is this charter for?

Our main customers are people who apply to us for services, but this charter also applies to anyone who contacts us or works for us

What can you expect from us?

In all our dealings with you, we will be friendly, responsive and professional. We will:

- listen to you
- treat you courteously, fairly and in a consistent manner
- follow up on commitments we make
- identify ourselves by name when you contact us
- give you information that is clear and accessible
- offer choice in how you make an application
- protect your privacy and confidentiality
- use your feedback to review and improve our services
- apologise if we get something wrong and do our best to put it right.

How you can help us to help you

We expect you to treat our staff with respect, courtesy and consideration.

To help us provide you with a better, faster service, we expect you to:

- give us all the information we need
- let us know if things change
- be open and honest with us so that we can find the best response to your needs
- let us know if you have particular needs such as interpreting services
- treat our staff with respect, courtesy and consideration
- understand that there are things we cannot do.

How you can help us to improve

You can help us by providing feedback. Your feedback might be a compliment, a suggestion, a concern or a complaint. We welcome **all** feedback. We may also look for feedback from time to time by asking you to take part in surveys. You can choose whether or not you want to be part of these surveys.

If you have feedback, good or bad:

- tell the person who is dealing with your query or your application. If you prefer, you can telephone or write to us saying that you want to give feedback, or use our **feedback form**.

If your concerns are not dealt with as you would like, you can make a formal complaint, using our complaints procedure.

Customer Service Standards

These are the standards that anyone using our services can expect.

Clear and accessible information

Information about our application process will be widely available and easy to understand.

We will:

- use plain English
- provide printed copies of information on our application process and other activities on request
- provide information in formats such as Braille, large print and audio format on request
- regularly update information on the application process, application forms and the Frequently Asked Questions on our website
- make sure that our information leaflets and application forms are available in health, welfare and other community-based services in Ireland and the UK.

Consideration and respect

Whatever your reason for contacting us, you can expect to be treated with consideration and respect.

We will:

- carefully consider your queries and questions
- respond to your queries and questions in a timely way
- listen to your feedback and complaints and make changes if necessary
- make sure that our staff have the appropriate skills, experience, values and commitment

- encourage a culture of mutual respect between customers and staff.

Timely and courteous responses

We will always respond to your queries with courtesy and within the agreed timeframes.

We will:

- answer your telephone calls as promptly as we can
- give our names when we answer your call
- call you back by 5pm the following working day if we are unable to answer your call, and you leave a message
- acknowledge all postal and email correspondence within 5 working days and respond within 15 working days
- give contact details on all written and email communications
- keep you informed if there is a delay in dealing with correspondence.

Timely processing of applications

We aim to process applications in line with the following time targets. However, we can only do this if the information you give us is complete.

- When we receive Application Part 1, we will let you know, within 10 working days, if you are eligible to apply
- When we receive your identification documents, we will let you know, within 10 working days, that they have been verified
- When we receive your Application Form Part 2, we will assess it and make a decision. Payment will usually be

made within 20 working days of you being notified of the decision.

Protection of privacy and confidentiality

We will treat your personal information and any other information that could identify you with the utmost care and confidentiality.

We will:

- store personal information securely
- use the information only for the purpose we have it – for example, to process your application – and keep it no longer than we need to:
 - make sure your information is accurate and up to date
 - never share your information with a third party without your permission
 - give you access to all personal information we hold on you, if you request this
 - dispose of your information promptly and securely when we are finished with it
 - make sure that any letters we send you through the post are in a plain envelope without any identifying Caranua logo
 - only leave a message on your phone if you have given us permission to do so.

You can download the full Privacy and Data Protection Policy Statement at www.caranua.ie/attachments/Caranua_Privacy_and_DataProtection_Policy.pdf. If you would like a hard copy of the policy, please contact us and we can send it to you.

Choice and support in making applications

We want to make sure that the application process is straightforward and easy for you to complete. We offer a range of supports to help you.

We will:

- keep the cost of applying as low as possible for you by providing free phone and free post services
- give you one-to-one advice, assistance and advocacy, through your Application Advisor, in order to ensure that your needs are met
- offer you different ways to apply for services. You can fill in your application yourself online or you can fill in a paper form. Your Application Advisor can help you make an application over the phone, or can get someone else to help you, or you can ask someone to make an application on your behalf
- be flexible in how we interpret the Guidelines, which are outlined in the booklet *Information and guidelines for making an application*.

Accountability ('being answerable to')

We are committed to being open, transparent and accountable to you in the work we do.

We will:

- publish minutes of Board meetings on our website
- publish monthly updates on the number of applications we receive and the rate at which we process them
- publish parliamentary questions and replies to them on our website

- respond to all questions and requests for information in accordance with the standards set out in this charter.

You can download the full Freedom of Information Policy Statement at www.caranua.ie/attachments/Caranua_FreedomofInformation_Policy.pdf. If you would like a hard copy of the policy, please contact us and we can send it to you.

Feedback and complaints

We will listen carefully to any feedback you have on how we do our business and make improvements where we can.

We will:

- welcome your comments, suggestions, compliments and complaints by phone, email or letter
- take all feedback into account when we review our services and policies
- advise you about making a formal complaint if you feel that we have not met our standards
- reply to a formal complaint within 15 working days of receiving it
- treat all complaints in a fair and impartial way
- apologise if we have made a mistake, explain what happened, put it right where possible and avoid making the same mistake in the future.

You can download the full Feedback and Complaints Policy Statement at www.caranua.ie/attachments/Caranua_Feedback_and_Complaints_Policy.pdf. If you would like a hard copy of the policy, please contact us and we can send it to you.

Unacceptable actions

We view threats, intimidation or aggressive behaviour, unreasonable demands or unreasonable levels of contact as unacceptable.

If your action is unacceptable, we:

- will provide you with a warning
- may set limits or conditions on your contact with us
- may stop all direct contact with you.

You can download the full Unacceptable Actions Policy Statement at www.caranua.ie/attachments/Caranua_Unacceptable_Actions_Policy.pdf. If you would like a hard copy of the policy, please contact us and we can send it to you.



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How to contact us

- PO Box 12477 Dublin 1
- Freephone 1800 212477 (from Ireland)
Freephone 0808 234 1303 (from UK)
Charges may apply from some mobile networks
- From anywhere +353 1 8742277
Please note that we are unable to provide a freephone number outside Ireland and the United Kingdom, but if you call us we can call you back to reduce the cost of the call to you.
- Email: apply@caranua.ie

For more information

See our website www.caranua.ie