



Radiological Protection Institute of Ireland

An Institiúid Éireannach um Chosaint Raideolaíoch

Quality Customer Service Action Plan
2006-2007

12 Principles of Quality Customer Service*

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."

Equality/Diversity

"Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller 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."

Physical Access

"Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs".

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."

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."

Complaints

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

* *The 12 guiding principles of Quality Customer Service as adopted by Government in 2000.*

Appeals

“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.”

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 delivery.”

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.”

Official Languages Equality

“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.”

Better Co-ordination

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

Internal Customers

“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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1. Foreword

I am pleased to introduce the first Quality Customer Service Action Plan (QCSAP) for the Radiological Protection Institute of Ireland which covers the period 2006 to 2007. In our Strategy Statement for the period 2005-2007 we have identified "Proactively identifying and meeting changing customer needs" as one of the four key strategic priorities. The timing of this plan allows for subsequent action plans to be aligned with our strategic planning process. This QCSAP outlines the commitments we have made in relation to the 12 guiding principles of Quality Customer Service adopted by the Government in 2000, and the actions we will take to further improve the quality of services we provide to our customers.

Since its establishment in 1992 the RPII has been committed to the provision of high quality services to its customers. Our measurement and monitoring services are accredited to the ISO 17025 standard awarded by the National Accreditation Board (NAB). Our Regulatory Services division is preparing its application for accreditation against ISO 17020. In 2001 we published our first Customer Service Charter outlining the standards of service our customers can expect from us.

As part of developing this Action Plan we have reviewed and updated our Customer Service Charter to ensure it keeps pace with the changing expectations of our customers. We will, in consultation with our customers, use the Charter as the basis on which we will measure the effectiveness of our service delivery. Throughout the term of the Action Plan we will also monitor the implementation of the commitments we have made under the 12 guiding principles and we will report on progress in our annual reports.

I recognise that our staff play a key role in delivering a quality customer service and their support is critical to the successful implementation of this action plan. We will continue to consult with staff in relation to customer service issues and ensure that they receive the level of training and support required to enable them to maintain and further improve the quality of service they deliver.

I am confident that with the continuing commitment from our staff we will successfully implement the promises we have made in the Action Plan and we will continue to deliver high quality services to our customers.



Dr Ann McGarry
Chief Executive

2. Mission

“To protect people from the harmful effects of ionising radiation, both natural and man-made, through effective regulation, monitoring of the environment and the provision of accurate and timely advice to the public and to Government.”

3. Functions and Structure of the RPII

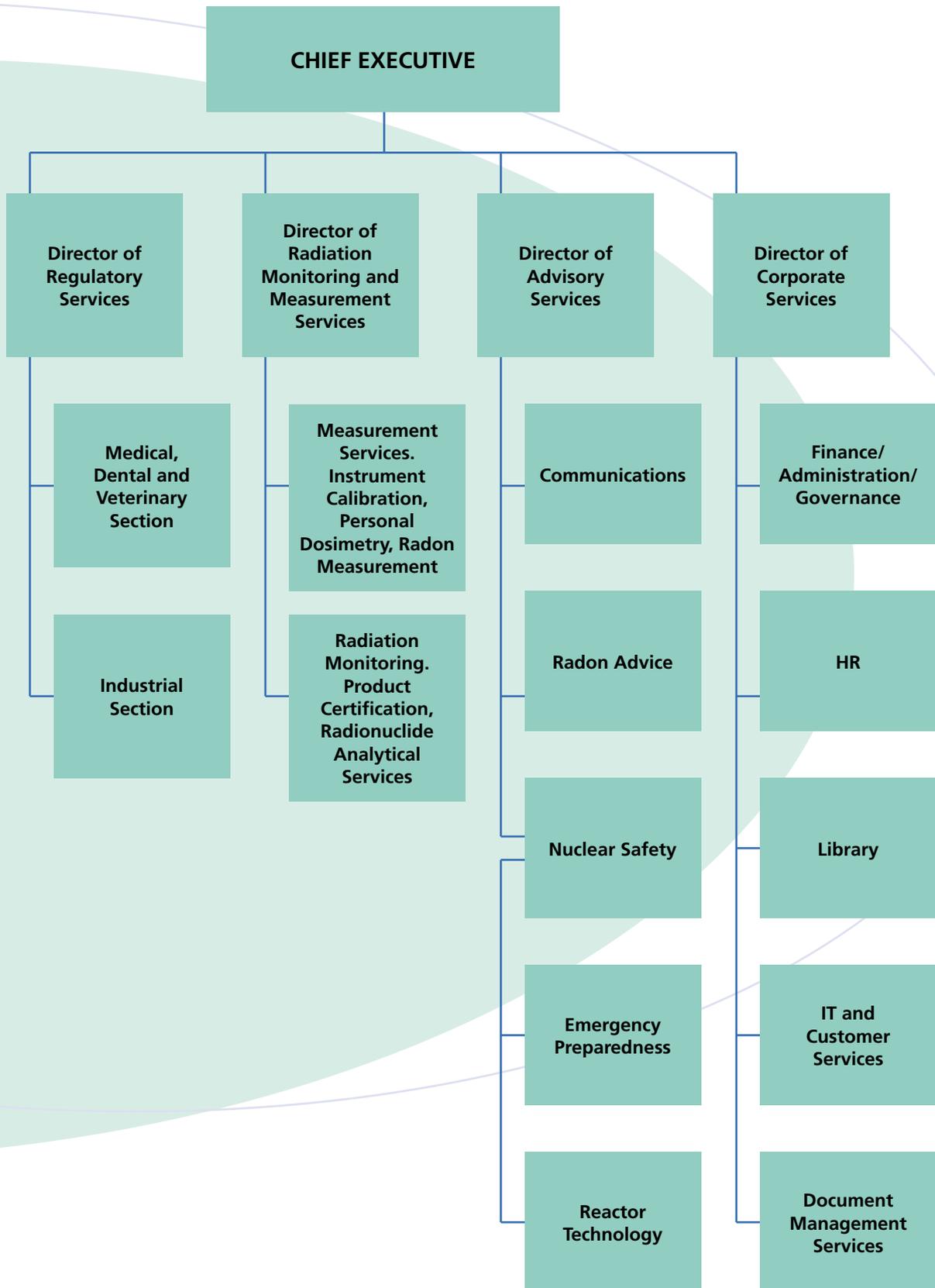
The RPII was established in 1992 under the Radiological Protection Act, 1991. It is the national organisation with regulatory, monitoring and advisory responsibilities in matters relating to ionising radiation. In particular the RPII concerns itself with hazards to health associated with ionising radiation and with radioactive contamination in the environment. The RPII comes under the *aegis* of the Department of the Environment, Heritage and Local Government.

The RPII is financed by a grant from the Exchequer and by income from measurement services and licence charges.

The RPII's principal objectives are:

- To provide advice to the Government, the Minister for the Environment, Heritage and Local Government and other Ministers on matters relating to radiological safety.
- To provide information to the public on matters relating to radiological safety.
- To maintain and develop a national laboratory for the measurement of levels of radioactivity in foodstuffs and the environment, and to assess the significance of these levels for the Irish population.
- To provide a personnel dosimetry and instrument calibration service for those who work with ionising radiation.
- To control by licence the custody, use, manufacture, importation, transportation, distribution, exportation and disposal of radioactive substances, irradiating apparatus and other sources of ionising radiation.
- To assist in the development of national plans for emergencies arising from nuclear accidents and to act in support of such plans.
- To monitor developments abroad relating to nuclear installations and radiological safety in general; and to keep the Government informed of their implications for Ireland.

Organisation Structure



4. Our Customers and the Services we provide

The RPII has a wide ranging customer base and provides an array of services across all sectors. Among our customers are members of the public, the industrial, education and health sectors, Government and international organisations. The RPII provides information and advice to Government and the public. It also provides radon measurements, dosimetry, product certification and radio-analytical services on a commercial basis. The fees charged for these services are subject to Ministerial approval. We are fully committed to providing all of our customers with the same high standard of service.

In recognising the key role staff play in providing quality customer service the RPII provides support for its staff in areas such as training, development and Information Communication Technologies (ICT). We value the contributions and views of staff and encourage their input through our Partnership Committee.

The staff of 46 are divided into 4 divisions and the services we provide are outlined below.

4.1 Regulatory Services Division

Under the Radiological Protection Act 1991 and the Ionising Radiation Order of 2000, the RPII must provide a licensing service to all practices involving the use of sources of ionising radiation. The Regulatory Services Division carries out regular inspections to ensure that licensees comply with regulations, license conditions and the recommendations of the International Atomic Energy Agency (IAEA). The RPII also issues Codes of Practice on various aspects of radiological protection. The Regulatory Services Division is divided into two sections which are outlined below.

The Medical, Dental and Veterinary Section

The Medical, Dental and Veterinary Section is responsible for regulating the use of ionising radiation by licensees in the medical sector including dentists, hospitals, chiropractors, as well as licensees using X-ray equipment and radioactive sources in the veterinary sector.

The Industrial Section

The Industrial Section regulates companies and third level educational establishments that use X-ray systems or radioactive sources for quality control and production processes, and for research & development. This section is also responsible for regulating the exposure of aircrew to cosmic radiation, and for work activities involving 'Naturally Occurring Radioactive Materials' (NORM) falling within the scope of the legislation under which the RPII acts.

4.2 Monitoring and Measurement Services Division

The Monitoring and Measurement Division provides a range of ionising radiation measurement services both to external clients and in support of the RPII's monitoring, regulatory and other programmes. The Division's clients include: hospitals, householders, exporters of Irish food produce, industry and other Government agencies. The principal work areas are covered by two sections Radiation Monitoring Section and Radiation Measurement Section.

Radiation Monitoring Section

This section operates the RPII's Environmental Laboratory the main aim of which is to assess the exposure of the Irish public to radioactive contamination in both the terrestrial and marine environments. This is achieved through the collection and analysis of a range of foodstuffs and environmental samples, the results of which are published in the Marine Monitoring and Environmental Surveillance reports. The Laboratory also offers a testing and certification service to Irish exporters of foodstuffs and other goods.

Radiation Measurement Section

The Radiation Monitoring Section operates three separate services, a Radon Measurement Service which provides measurement of radon in homes, schools and workplaces, a Dosimetry Service which provides dose measurements for occupationally exposed workers and a Calibration Service which provides an instrument calibration service.

Radon Measurement Service

The Radon Measurement Service is a commercial service. Its main function is to measure radon in homes, schools and workplaces. Radon is a naturally occurring radioactive gas and exposure to high concentrations of radon is known to result in an increased risk of lung cancer.

Dosimetry Service

The Dosimetry Service offers a personal monitoring service for workers exposed to radiation during the course of their work. Generally this service is extended to workers in the health services, industry and universities. The service uses thermoluminescent dosimeters (TLDs) and PADC Neutron dosimeters capable of determining doses to the body and to extremities (hands and fingers) from X-ray, gamma and beta radiation and neutrons.

Instrument Calibration Service

The Instrument Calibration Service offers calibration of a range of radiation meters including surface contamination monitors and personal monitors. In addition the service also offers testing of sealed radioactive sources for leakage of radioactivity, known as "wipe tests".

4.3 Advisory Services Division

The Advisory Services Division is primarily responsible for the provision of information and advice to the public and to Government. The principal work areas are covered by four sections Emergency Preparedness, Reactor Technology, Communications and Radon Advice.

Emergency Preparedness Section

The National Emergency Plan for Nuclear Accidents (NEPNA) has been developed by Government, to provide a response to nuclear accidents abroad which have the potential to contaminate the Irish environment. The RPII has been assigned a number of key roles under this plan including, activation of emergency arrangements in the event of an accident, monitoring the environment and the food chain, assessing the consequences of an accident and advising the Government of protective measures. This section is also responsible for the operation of a national network of monitoring stations that constantly measure the level of radiation in the environment.

Reactor Technology Section

The Reactor Technology Section is responsible for providing advice to Government on nuclear fuel cycle activities abroad. This section also maintains the RPII's active involvement in the key work of international organisations that develop standards and guidance on safety in the use of ionising radiation and nuclear power.

Communications Section

The function of the Communications Section is to promote the activities of the RPII and to maintain a high level of public confidence in the RPII's scientific expertise and objectivity. This section is responsible for the co-ordination of all contacts with the media, press releases, RPII publications and the provision of up-to-date information on the RPII website.

Radon Advice Section

The Radon Advice Section provides information and advice on exposure to radon in the home and in the workplace. A number of public awareness campaigns are undertaken each year throughout the country aimed at increasing the public's understanding of radon. Several reports and information brochures have been prepared on radon and these are available on the RPII website. The Radon Advice Section does not address remedial options for radon affected areas; this is a Building Regulations matter and is dealt with by the Department of the Environment, Heritage and Local Government.

4.4 Corporate Services Division

The Corporate Services Division is divided into 5 sections encompassing all of the RPII's support services. These include Finance, Administration, Governance, Human Resources, IT & Customer Service, Library Service and Records Management. All of these functions directly support staff, and the organisation, in the delivery of its functions and services.

Finance/Administration/Governance Section

The Administration Section is primarily responsible for the provision of an administrative service to the RPII, which includes financial and general administrative matters. This section also supports the Board and the Audit Committee in its work. Included in this is corporate governance and in particular the implementation of the Code of Practice for the Governance of State Bodies.

Human Resources Section

The Human Resources Section is responsible for all aspects of human resource management including staff training & development, remuneration and welfare.

IT and Quality Customer Service Section

The main function of the section in relation to IT is to develop and maintain information and communications technologies that support the business objectives of the RPII. It is also the role of the section to develop and assist with the implementation of an appropriate e-strategy for the provision of services online. The IT/QCS Section monitors changes in the IT sector to ensure that the RPII continues to make the best use of the available technology appropriate for its needs. In relation to QCS the section is responsible for developing a QCS action plan and Customer Charter, and will oversee its implementation and future development.

Library Section

The RPII provides a library as a source of information on issues related to its activities. The library houses a specialised collection of books, technical reports and journals. It is open to the public, by appointment, and provides a reference service to researchers, students and staff.

Records Management Section

The Records Management Section is primarily responsible for developing and maintaining appropriate records management procedures. This includes management of archival material and off-site storage and provision of advice to sections on appropriate records management practices.

5. Adoption of Principles

This part of the Action Plan sets out how the Radiological Protection Institute of Ireland plans to adopt the Quality Customer Service Principles over the life of this plan and the actions which we intend to pursue in respect of the principles.

5.1 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.”

The RPII is committed to providing a high quality service to all our customers in line with our Strategy Statement 2004-2007, our business planning processes, our performance management and development system, and our partnership structure. In this Quality Customer Service Action Plan (QCSAP) we set out how we plan to achieve this commitment. Our Customer Charter was published in 2001, setting out the standards of service customers can expect to receive on contacting us. It is on display throughout our offices, at customer access points and is available for download from our website.

In carrying out its statutory functions the RPII is governed by the Act under which it was established, the Radiological Protection Act 1991, as well as other primary and secondary legislation. We already have a number of formal procedures and quality work systems in place. Many of our laboratory services have already obtained accreditation under the INAB scheme (ISO 17025). Preparation is in progress to obtain appropriate official recognition for some services not currently accredited, e.g. the Regulatory Services Division is preparing its application for registration under ISO 17020 with emphasis on Quality Customer Care.

Key Action Points

- 1 Publicise this Action Plan setting out the RPII's commitments in the provision of quality customer service and make it available through the website www.rpii.ie.
- 2 Review and publicise our Customer Service Charter.
- 3 Develop a customer service training module for staff. This will form part of staff induction training.
- 4 Monitor performance against the standards set in our customer service charter by carrying out a customer satisfaction survey.
- 5 Publish a statement of progress on achieving quality customer services delivery in our annual reports.
- 6 Prepare for accreditation under ISO 17020 for the Regulatory Services Division.
- 7 Maintain accreditation under ISO 17025 for the Monitoring and Measurement Division.

5.2 Equality/Diversity

“Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller 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.”

The RPII is committed to ensuring that all its customers, internal and external, have access to a high quality of service. For external customers, we will implement policies to ensure the delivery of quality service to all our customers taking into account the rights established by equality legislation as well as the needs of those socially excluded due to socioeconomic and geographical factors. For our staff as internal customers, our enhanced Human Resources Section, put in place following the Organisation Review undertaken in 2004, together with our Partnership Committee will take account of all equality and diversity issues. A policy on Harassment and Bullying is already in place and other appropriate policies will be developed and implemented as part of the RPII's commitment to equality and diversity.

The RPII understands the increasing need to be aware of the growing diversity in a rapidly changing country such as Ireland. We are committed to serving our customers in an equitable and non-discriminatory way ensuring that customers, internal and external, have access to a high quality of service.

Key Action Points

- 1 Develop and implement policies and services consistent with ensuring that the rights provided by equality legislation are respected for all our customers.
- 2 Address difficulties that may arise for existing customers or potential customers in accessing our services.
- 3 Continue to develop our Equal Opportunities Policy.
- 4 Ensure that there is awareness among staff of equality and diversity issues by including these issues in the business planning and staff training and development programmes.
- 5 Work to ensure that we keep up to date with best practice in this area and participate in programmes designed for the Civil and Public Service to address equality/diversity issues.

5.3 Physical Access

“Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.”

The RPII is committed to ensuring that our offices are clean, safe and compliant with occupational health and safety standards. Access to our services and physical access to our offices by customers or potential customers with disabilities/specific needs will be reviewed as a key action point of this QCSAP.

We are committed to providing appropriate physical access to our buildings for internal and external customers. An extensive review of Health & Safety was carried out in 2005 with the aim of developing a health and safety management system for the RPII. We are committed to implementing this system so as to ensure a clean and safe environment for our staff and customers.

Key Action Points

- 1 Continue to maintain our offices to a standard which is safe, comfortable and compliant with occupational health and safety regulations.
- 2 Implement the recommendations of the health and safety management review that took place in 2005.
- 3 Undertake a review of our offices with regard to access for people with disabilities or specific needs and work to address the appropriate issues identified in the review.
- 4 Work to ensure that more information is made accessible electronically, and monitor e-Government initiatives.

5.4 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.”

The RPII is committed to making information available to the public in relation to its activities and functions that is up to date, clear, accurate and comprehensive. We publish reports on all our monitoring programmes and other activities, along with information booklets, leaflets, brochures and press releases. All RPII publications are available free of charge from the Communications Section, Radiological Protection Institute of Ireland, 3 Clonskeagh Square, Dublin 14.

Another key feature of our information programme is our website www.rpii.ie which was designed with ease of use in mind and contains information on the RPII's structure, services, press releases and publications. All publications and press releases are accessible through the website immediately on release where they can be downloaded free of charge. Customers can also download forms and submit queries via e-mail.

As a scientific body many of the areas the RPII deals with are highly technical and we make every effort to ensure that the information we provide is in a format that is clear and easily understood by the customer.

To support the provision of information on radon gas the RPII provides a free phone number (FreeFone 1800 300 600) which enables members of the public to call the RPII for information free of charge. The RPII is committed to using technology to improve access to services and has made available an SMS texting information service for radon information. In 2005 we began a series of radon awareness campaigns through which we set up information stands at public venues such as local shopping centres providing easy access to information for our customers.

The RPII provides information under the Freedom of Information Act, 1997 and has made available on the website relevant reference books to assist the public in using the freedom of information process.

Internally, the sharing of information is facilitated through the use of the RPII's Intranet. It contains information on each section, news, forms, circulars, IT bookings, PMDS guidance and other useful links.

Key Action Points

- 1** Upgrade the website and ensure that the information available is comprehensive, accurate and timely. Ensure that the upgraded website complies with accessibility guidelines and the W3C 'AA' (Level 2) standard.
- 2** Include accessibility trials as part of website upgrade.
- 3** Make available live access to radiation monitoring network data on the website.
- 4** Continue to publish the results of environmental monitoring programmes.
- 5** Continue to make all published RPII reports available on the website on release.
- 6** Continue to publish customer focused guidance notes and documents on the website.
- 7** Keep the FOI reference books updated and publish them on the website.
- 8** Review forms and leaflets for simplification and plain English proofing where appropriate.
- 9** Develop the intranet for staff with the addition of a section on HR.
- 10** Develop a strategy for internal communications.
- 11** Continue to undertake radon awareness campaigns and host the National Radon Forum.
- 12** Establish and maintain file management procedures and reporting mechanisms to facilitate the introduction and operation of the Freedom of Information Act.
- 13** Support the partnership process in the RPII.

5.5 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.”

It is the RPII's aim to provide to all persons who contact us a helpful, prompt, courteous and effective service. We are committed to delivering a quality service to all our customers by ensuring that they are dealt with in a timely fashion and treated with courtesy and sensitivity. Our Customer Service Charter sets out the standards of service that customers can expect when contacting us and the standards we aim to meet in respect of courtesy and timeliness. These standards apply in all our dealings with customers, whether over the telephone, in writing, by e-mail or in person.

Key Action Points

- 1 Adhere to the principles and commitments contained in the Customer Service Charter.
- 2 Integrate the CSAP into our customer service training.
- 3 Continue to train staff in the provision of customer service.
- 4 Continue to treat customers with courtesy and sensitivity.

5.6 Complaints

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

While we endeavour to deliver a high quality service we recognise that situations may arise in which a customer may be dissatisfied with the service provided. We also understand the importance of learning from complaints when developing quality service delivery.

We have developed and published a customer complaints procedure, which is summarised in our Customer Charter, and set out in full in Appendix 2 of this document. This sets out how any complaints regarding the services of the RPII will be acknowledged and investigated as a matter of priority, with a view to issuing a prompt response. The complaints procedure contains an appeals mechanism for those customers who are unhappy with the decision on their complaint. A separate complaints procedure exists for services which are accredited under ISO standards.

Key Action Points

- 1 Implement the Customer Complaints Procedure and provide guidelines and training for all staff.
- 2 Establish a mechanism to monitor and evaluate feedback from complaints with a view to improving service delivery.
- 3 Develop customer awareness of the complaints procedure through publication of the Customer Service Charter.

5.7 Appeals

“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.”

Customers who feel that they are not fully satisfied after following the complaints procedure contained in this action plan may proceed further in accordance with the appeals procedure. This appeals procedure is outlined in detail as part of the formal complaints procedure.

In addition to this appeals procedure, several statutory rights of appeal exist in relation to decisions taken by the RPII. These include, appeals in relation to enforcement notices, a statutory right of appeal exists under article 42 of SI No 125 of 2000, to decisions made in relation to the Radiation Protection Advisers register, to decisions on FOI requests under the FOI Act 1997. Accordingly, where such statutory rights of appeal exist these must be exercised through those mechanisms.

Key Action Points

- 1 Deal promptly and impartially with appeals about our service delivery in accordance with our complaints procedure.
- 2 Establish a mechanism to evaluate feedback from appeals with a view to improving service delivery.

5.8 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 delivery.”

The RPII understands the benefits of consultation and its importance in developing quality service delivery. Understanding our customers and their requirements is key to providing quality service delivery. Consultation and feedback play an important part in this. Consultation is also a mechanism through which we can monitor and evaluate the effectiveness of our customer service delivery and ensure that we continue to meet the needs of our customers into the future. The RPII is committed to developing a mechanism for establishing customer feedback in relation to the provision of our services.

We are fully committed to the further development of arrangements for ongoing consultation with staff as internal customers. The RPII's internal Partnership Committee plays a significant role in internal consultation.

Key Action Points

- 1** Develop a mechanism for establishing customer consultation and customer feedback in relation to the provision of our services.
- 2** Undertake a customer satisfaction survey.
- 3** Develop a customer service comment card which will be made available at our offices, on the website and to our customers.
- 4** Put in place a system for the evaluation of customer feedback responses.
- 5** Continue to support and develop the Partnership process with staff.

5.9 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.”

Our offices in Clonskeagh are open for business from 9:00am to 5:00pm (including lunch time) from Monday to Friday, excluding public holidays. The RPII has made arrangements for reporting radiological emergencies outside of normal working hours and this operates through the main telephone number 01 2697766.

We provide choice, where practicable, in access to our services including payment methods. We make use of technologies to provide access to services electronically, with the aim of providing access to information, improve accessibility and more choice.

The RPII's contact with customers is mainly through electronic communication, telephone, fax and e-mail. We actively seek new methods of communicating with customers and in 2005 commenced a series of nationwide public information campaigns concerning radon. A radon freephone number (1800 300 600) is available for advice on radon related matters and a radon text messaging system was also introduced in 2005.

Key Action Points

- 1** Continue to provide choice, where practicable, in service delivery including payment methods.
- 2** Commence a review of the processes in all aspects of service delivery with a view to improving choice for the customer.
- 3** Continue to provide multiple contact points for customers including reception area, telephone, e-mail and website.
- 4** Continue to provide a number of nationwide public information campaigns concerning radon.

5.10 Official Languages Equality

“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.”

Every effort will be made to continue to facilitate, as far as practical, customers who wish to conduct their business with us through Irish in accordance with the provisions of the Official Languages Act, 2003.

Key Action Points

- 1 Ensure that the RPII meets its obligations under the Official Languages Act, 2003.
- 2 Continue to provide key publications such as the Annual Report in both official languages.
- 3 Continue to make available to staff opportunities to acquire and enhance Irish language skills.
- 4 Maintain the visibility of Irish in external and internal signage, corporate stationery and publications.

5.11 Better Co-ordination

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

The RPII is committed to ensuring that the services for which it is responsible are delivered in a co-ordinated and integrated manner. We operate in a specialised field of radiological protection and actively participate with other similar organisations to ensure that the services delivered and the information provided continues to meet high standards.

The RPII has a number of formal liaison structures with relevant State Agencies and is represented on a variety of national, EU and international fora, which address issues relating to radiation protection.

Being part of a broader public service we are fully committed to participation in the Public Service Modernisation Programme, as reflected in the Sustaining Progress agreement.

We are also committed to and recognise the benefits of developing relationships with the Department of the Environment, Heritage and Local Government and other state bodies. In order to better co-ordinate our business with such bodies, the RPII will establish Memoranda of Understanding with these bodies where appropriate.

Key Action Points

- 1 Continue to participate in national, EU and international fora on radiation protection related matters.
- 2 Develop Memoranda of Understanding with relevant national and international organisations.
- 3 Continue to participate in the Quality Customer Service Network to ensure that the approach to customer service is consistent with best practice.
- 4 Monitor forthcoming projects under the e-Government initiative to avail of any opportunities that may arise with a view to developing co-ordination in service delivery.

- 5 Continue to promote better internal co-ordination through the emphasis of inter-sectional collaboration in the delivery of business plans.
- 6 Develop and implement a new internal communications strategy.

5.12 Internal Customers

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

The RPII recognises its staff as internal customers. It acknowledges that it can only meet its obligations to the public, if it meets the needs of its staff in key areas such as training and development and information and communications technology. It recognises that all staff have a vital role to play in the delivery of services to its external customers.

The RPII's Partnership Committee plays a significant role in internal staff consultation and communication. A Quality Customer Service Working Group provides a supporting role in the provision of high quality customer service to both internal and external customers of all the services.

The Performance Management and Development System (PMDS) helps to identify the necessary training and development needs of staff to facilitate them in providing high quality services. The development of human resource management and communication strategies will ensure that staff receive relevant support and training to implement the strategic objectives of the RPII.

The RPII is committed to the safety, health and welfare of all its staff and has recently implemented a new health and safety management system following a review undertaken in 2005.

Key Action Points

- 1 Support and develop the enhanced partnership process.
- 2 Embed the Performance Management and Development System (PMDS) within the RPII and develop a review mechanism to ensure its effective operation.
- 3 Ensure that all staff are briefed on the implications for them in the delivery of the Customer Service Action Plan.
- 4 Implement the new occupational health and safety management system.
- 5 Implement the strategy for internal communications and Human Resource Management as recommended in the 2004 organisation review.
- 6 Continue to take into account the views of staff when reviewing and developing services.
- 7 Develop guidance documents and provide ongoing training for staff to support them in their role in the event of a radiological emergency, in accordance with the RPII's radiological emergency plan.

Appendix 1: Customer Service Commitments

Radiological Protection Institute of Ireland Customer Service Charter

Mission Statement

To protect people from the harmful effects of ionising radiation, both natural and man-made, through effective regulation, monitoring of the environment and the provision of accurate and timely advice to the public and to Government.

Our commitment

We are fully committed to providing a high quality of service to our customers. Our aim is to provide to all persons who contact us, a helpful, courteous and effective service. This charter describes the standard of service you can expect from us.

Telephone Communications

If you contact us by telephone we will:

- Answer your telephone call promptly and politely. Our office hours are 9.00 a.m. to 5.00 p.m. Monday to Friday.
- Provide you with clear and accurate information.
- Take your details if we cannot deal with your enquiry immediately and let you know when you can expect to hear from us again.
- Ensure that voice mail messages are up to date and inform you of the availability of individual staff members.
- Respond to all voice mail messages promptly.
- Provide a free phone number for radon advice/measurement – 1800 300 600.
- Provide a 24 hour contact service for radiological emergencies.

Correspondence

If you contact us in writing we will:

- Provide a full reply to your enquiry (by post, fax or e-mail) within 15 working days.
- If we cannot meet this timeframe we will send you an explanation of our current position and what we will do next.
- Use clear language and explain any technical terms as required.
- Ensure that all our correspondence contains a contact name, telephone number, fax number and e-mail address.
- Ensure that automated e-mail replies are up to date and inform you of the availability of individual staff members.
- Try to assist you in identifying the relevant body to deal with your query in the event that your query falls outside the RPII's remit.

Information

We will:

- Make available up-to-date and accurate information.
- Use simple and clear language in forms, explanatory leaflets and newsletters.
- Provide RPII publications/documentation on our website or directly from our Library Service.
- Provide access to our Library Service by appointment.

Visiting our website

We will:

- Provide easy access to information relating to the services we provide.
- Make available downloadable copies of RPII published reports, guidance documents and forms.
- Provide access to monitoring data and information relating to the National Emergency Plan for Nuclear Accidents.
- Keep our website up to date and provide as much information as practicable in an electronic format.

Visiting the RPII

Visits to our offices can be arranged by appointment. If you are visiting our offices we will:

- Meet you punctually.
- Treat you with courtesy and be as helpful as possible.
- Ensure that our offices comply with occupational health and safety requirements.

Equality and Diversity

We will:

- Respect the principles of equality and the diversity of our customers in the delivery of our services.
- Ensure that the rights to equal treatment established by equality legislation are upheld in the delivery of our services.

Feedback

The RPII's Quality Customer Service Action Plan outlines how we will work towards providing a high quality service to our customers. This charter is one element of the Plan and its purpose is to outline the standards we aim for in the provision of our services.

Feedback in the form of comments and/or complaints is important in helping us to ensure that we continue to deliver a quality customer service. We welcome feedback from all of our customers.

You can do this by:

- Completing and returning our Quality Customer Service (QCS) Comment Card
- Providing comments and suggestions regarding the service you receive to the

Customer Service Manager
Radiological Protection Institute of Ireland
3 Clonskeagh Square
Dublin 14

Tel: 01 2697766

Fax: 01 2697437

E-mail: customerservice@rpii.ie

Web: www.rpii.ie

Radiological Protection Institute of Ireland: Customer Service Complaints Procedure

This procedure is for customer service complaints relating directly to the quality of the service provided. It does not cover complaints about RPII decisions or activities where there are statutory mechanisms in place to deal with complaints/appeals, e.g. Freedom of Information (FOI), Regulatory and Licensing decisions.

Full details of how to make a complaint about our customer service are set out in our Quality Customer Service Action Plan 2006-2007, which is available on our website.

If you need to make a complaint about the quality of service you received, in the first instance the complaint should be directed to the QCS Manager. The complaint may be submitted in writing (fax, letter, or e-mail to **customerservice@rpii.ie**).

Complaints should be made as soon as possible following the incident under complaint. The following information should be provided in order to help us address or investigate the matter efficiently.

- Your name and address.
- Details of your complaint.
- The name of the section and if appropriate, the staff member(s) with whom you were dealing.
- A daytime contact number, if you are happy for us to contact you by phone.

Please provide as much information as possible to help speed up the investigation of your complaint. Your complaint will be directed to an appropriate member of staff for careful examination. This person will not have been directly involved in the original action which gave rise to your complaint.

In general, we will investigate and address your complaint(s) and reply to you within 20 working days of the receipt of your complaint(s). Where it is not possible to meet this target, we will inform you and work to resolve the complaint as soon as is practicable and will keep you informed of progress.

Appendix 2: Customer Service Complaints Procedure

Our Commitment

The Radiological Protection Institute of Ireland is committed to promoting quality, openness and transparency in the delivery of services to our customers. The standards of service which you can expect are set out in our Customer Service Action Plan 2006-2007. It is our aim to meet these standards at all times. However, if you are not satisfied with the standard of service you receive or feel improvements could be made, we welcome your feedback and will deal with all comments and complaints thoroughly and fairly.

We aim to deal with all comments or complaints promptly with a full reply within 20 working days of receipt. Where this is not possible, you will be advised accordingly and issued with regular updates regarding the progress of your submission. We will ensure that causes of complaint are rectified, as necessary, and not repeated in the future.

Issues covered by the complaints procedure

This procedure relates to customer complaints and comments relating directly to the quality of the service provided, for example:

- Complaints about issues such as delays, mistakes, poor customer service, lack of courtesy.
- Instances where you did not receive the quality of service you feel you are entitled to.

If you feel the service you have received has been less than satisfactory we would like to hear from you.

Issues not covered by the complaints procedure

- Activities of the RPII where there are existing statutory mechanisms in place to deal with appeals, e.g. Freedom of Information, matters related to regulatory enforcement, etc.

How do I make a complaint?

You can make a complaint by contacting the RPII directly

- In writing to:
Customer Service Manager
Radiological Protection Institute of Ireland
3 Clonskeagh Square
Dublin 14.
- By e-mail (customerservice@rpii.ie).
- By phone (01 2697766).
- By fax (01 2697437).

Complaints should be made as soon as possible following the incident under complaint. The following information should be provided in order to help us address or investigate the matter efficiently.

- Your name and address.
- Details of your complaint.
- The name of the section and if appropriate, the staff member(s) with whom you were dealing.
- A daytime contact number, if you are happy for us to contact you by phone.

Please provide as much information as possible to help speed up the investigation of your complaint.

What we will do on receipt of a complaint

On receipt of a complaint we will undertake to:

- Assign a member of staff who will process your complaint in the first instance and will do their best to resolve your complaint speedily. This person will not have been directly involved in the original action which gave rise to your complaint.
- Issue a full reply within 20 working days of your complaint being received. Where this is not possible, we will issue you with regular updates regarding the progress of your complaint.
- Where appropriate, provide an explanation for and/or an undertaking to address the issue raised in the complaint.

What if I am not happy with the reply I receive?

If you are not satisfied with the response you received to your complaint you may appeal it to the Director of Corporate Services.

Director of Corporate Services
Customer Complaints
Radiological Protection Institute of Ireland
Clonskeagh Square
Dublin 14

Appeals should be received within 10 working days from the date of reply.

Appendix 3: Contact Details

Main Contact Details for all services

Radiological Protection Institute of Ireland

3 Clonskeagh Square
Dublin 14
Ireland

Tel: 01 2697766

Fax: 01 2697437

E-mail: rpii@rpii.ie

Opening hours: 9:00am to 5:00pm.

Additional Contact Details By Division

Regulatory Services Division

Tel: 01 2697766

Fax: 01 2605797

E-mail: regulatory@rpii.ie

Advisory Services Division

Tel: 01 2697766

Tel (Freefone Radon): 1800 300600

Fax: 01 2697437

E-mail: rpii@rpii.ie

Monitoring and Measurement Services Division

Tel: 01 2697766

Tel (Freefone Radon):

1800 300600

Fax (Main): 01 2697437

Fax (Certification): 01 2830639

E-mail (Certification): certification@rpii.ie

E-mail (Dosimetry): dosimetry@rpii.ie

E-mail (Radon): radon@rpii.ie

SMS (Radon Measurement): Text the word RADON followed by your contact details to 53377
(Texts are charged at your standard text rate)

Corporate Services Division

Tel: 01 2697766

Fax: 01 2697437

Fax (Library): 01 2830638

E-mail: rpii@rpii.ie

E-mail (Customer Service): customerservice@rpii.ie

E-mail (Library): library@rpii.ie

