

# **NSAI**

## **Customer Charter**

**NSAI's commitment to quality customer service**

**Revision 2 – January 2016**

# National Standards Authority of Ireland

*Our mission is to enable innovation, promote trade, facilitate fair competition and protect consumers through measurement accuracy and the development, promotion and application of standards.*

*Guided by our organisational values we are fully committed to providing our customers with an efficient, timely, professional and courteous service<sup>1</sup>.*

Our values:

- We recognise the importance, and encourage the continuous honing, of our technical **expertise** to ensure we are always abreast of developments
- We ensure a consistent and positive approach in our work through the **dedication** and enthusiasm of our staff
- We protect our **impartiality** which guarantees no predisposition in our work or in our dealings with business and public alike
- We respect our customers and demonstrate an **engaging** and respectful approach always
- We see **pride in our work** as a byword for excellence with each of us responsible for the highest of standards
- We value **thoroughness** in all our work which has to stand the test of time and take into account all known variables

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<sup>1</sup> This document is an expression of our commitment to customer service and does not in any way confer a specific right for service delivery.

# Contents

|  |    |
|--|----|
| Our Customers .....                      | 4  |
| Our Promise to You .....                 | 4  |
| The Service You Can Expect From Us ..... | 5  |
| Head Office Telephone .....              | 5  |
| Email (info@nsai.ie) .....               | 5  |
| Face to Face.....                        | 6  |
| Letter .....                             | 6  |
| Website (www.nsai.ie) .....              | 7  |
| Visiting the NSAI.....                   | 7  |
| Access for People with Disabilities..... | 8  |
| Help Us to Help You.....                 | 9  |
| We Value Your Opinion .....              | 9  |
| How to Complain.....                     | 10 |
| Ombudsman Review.....                    | 11 |
| Ombudsman for Children Review.....       | 11 |
| Feedback .....                           | 12 |
| How to Contact Us .....                  | 12 |
| NSAI Offices and Contact Details .....   | 13 |

## Our Customers

The National Standards Authority of Ireland (NSAI) has a wide range of customers, including manufacturing and service businesses, importers, distributors, retailers, consumers, professionals, media, business representatives, non-governmental spokesmen, researchers, students and personnel from Government departments and official agencies.

This Charter sets out the standards of service you, as a customer, can expect to receive when contacting the NSAI<sup>2</sup>.

## Our Promise to You

We will:

- Deal with you promptly, efficiently and to the best of our ability
- Provide clear and accurate information
- Be courteous, friendly and attentive in our dealings with you
- Treat our customers equally and with respect
- Consult with our customers on a regular basis in order to evaluate our services
- Set real and achievable targets and monitor performance against the achievement of those targets
- Protect any personal information you give to us
- Listen to your feedback and deal promptly when you have a complaint
- Should you contact us about matters or issues which are not part of our operations or services, we will do our best to inform you about which other organisation, if any, we believe can best help you with the information you require.

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<sup>2</sup> If a customer contacts the NSAI using another means (i.e. direct dial telephone number, other email address) the principles outlined in this customer charter cannot be guaranteed

## The Service You Can Expect From Us

### Head Office Reception Telephone +353 1 807 3800

- Our head office reception operates Monday to Thursday from 9.15 h to 17.15 h and Friday from 9.15 h to 17.00 h, excluding lunch hour 13.00 h and 14.00 h.
- We will identify the organisation when we answer a telephone call.
- Our aim is to answer at least 90% of calls within 15 seconds during business hours. If however your call is transferred to our voicemail we will respond to your voice message within three hours.
- Where it is necessary to transfer your call, we will tell you the name of the person to whom you are being transferred and ensure that person is briefed on the nature of your call.
- We will try to answer your query immediately. If, due to the nature of your query we cannot do this, we will respond within five working days, where possible. Where it is not possible to issue a full reply within five working days, you will be advised that this is the case and when you should expect a full response to your enquiry.
- We will respect your privacy and treat your enquiry or complaint in confidence.

### Email ([info@nsai.ie](mailto:info@nsai.ie))

- Your email will be acknowledged within two working days of receipt and we will respond to your enquiry fully within five working days, where possible.
- Where it is not possible to respond fully within five working days, e.g. where an enquiry requires considerable research or expertise, you will be advised that this is the case and when you should expect a full response to your enquiry.
- We will ensure all our email correspondence includes a contact name, telephone number and email address.
- We will ensure our email correspondence is clear and technical terms are explained.
- We will respect your privacy and treat your enquiry or complaint in confidence.

## Face to Face

We will:

- Behave in a professional and courteous manner
- Inform you of your obligations and liabilities, where relevant
- Use technical or legal terms only when necessary and explain the meaning of those terms clearly where possible
- Exercise flexibility in so far as possible to meet your needs
- Be timely and punctual in our dealings with you
- Respect your privacy and deal with you in confidence

## Letter

We will:

- Acknowledge receipt of your letter within five working days.
- Respond, in writing, to your enquiry within ten working days. Where it is not possible to issue a full reply within ten working days, you will be advised that this is the case and when you should expect a full response to your enquiry.
- Include a contact name, address and telephone number on any correspondence with you.
- Use technical or legal terms only when necessary and explain the meaning of those terms clearly where possible
- Help you as much as we can and give you as much clear and accurate information as we can.
- Respect your privacy and treat your enquiry or complaint in confidence.

## Website ([www.nsai.ie](http://www.nsai.ie))

We will:

- Keep our website up-to-date.
- Ensure that information on our website is clear and accurate, and where possible that technical or legal terms are explained.
- Strive to make our website easy to access and navigate.
- Maintain a user-friendly, accessible website; accessible even with the simplest browsers.
- Maintain our website in compliance with the Website Accessibility Initiative (WAI), Level 2.
- Provide facilities for making an enquiry or complaint on our website.
- Acknowledge enquiries or complaints made via the website within two working days and we will respond fully within five working days, where possible.
- Offer the facility to subscribe to sections of our website which may be of interest to you.

## Visiting the NSAI

We will:

- Be available to meet punctually with you, by appointment, within normal office hours.
- Be polite, courteous and helpful to you.
- Provide appropriate facilities for meeting with you.
- Deal with your enquiry as soon as possible.
- Ensure our offices are clean and safe, and comply with health and safety standards.
- Respect your privacy and treat your enquiry or complaint in confidence.

## Access for People with Disabilities

We will

- Ensure that there is physical access for people with disabilities.
- Maintain physical access for people with disabilities to a high standard.
- Ensure that information produced by the NSAI, where possible, is available in a suitable format for people with disabilities.
- Maintain our website in compliance with the Website Accessibility Initiative (WAI), Level 2.
- Review and improve signage of disabled facilities as necessary.

If you have a disability and inform our Access Officer (email [accessofficer@nsai.ie](mailto:accessofficer@nsai.ie)) of your intention to visit the NSAI, we will provide all the necessary assistance and information you will require to comfortably and safely access the building.

## Help Us to Help You

We welcome your opinion about our services and appreciate the time taken to bring suggestions to our attention. In order to help us to provide the best service we can, please:

- Quote any relevant reference numbers when you telephone us, or on any written correspondence.
- Ensure to include your name, address and a daytime telephone number or email address on your correspondence.
- Be as clear as possible about your enquiry or complaint and give us as much detail as possible.
- Make comments, complaints or suggestions about the services you receive from us.
- Respond to any customer survey or questionnaire that we may ask you to take part in.
- Treat our staff with courtesy and with respect.

## We Value Your Opinion

Let us know when you are happy with the service we have provided for you. Equally, if you are unhappy with our service or if you have suggestions to improve our service, we would like to hear from you.

To do this:

- Log onto our website at [www.nsai.ie](http://www.nsai.ie)
- Email: [info@nsai.ie](mailto:info@nsai.ie)
- Call into our office at:  
1 Swift Square, Northwood, Santry, Dublin 9, D09 AOE4
- Write to us at:  
1 Swift Square, Northwood, Santry, Dublin 9, D09 AOE4

## How to Complain

If you are not satisfied with any aspect of our services or you believe the services you have received fall short of what is outlined in this charter you have a right to complain, preferably in writing. We will acknowledge all formal complaints within ten working days and respond to you in writing. All complaints will be dealt with fairly and independently under our complaints investigation procedure and if we have made a mistake we will do our best to put things right.

Complaints should be addressed to:

Customer Service Administrator  
National Standards Authority of Ireland  
1 Swift Square  
Northwood  
Dublin 9  
D09 AOE4

**Tel:** +353 1 807 3800

**Email:** [info@nsai.ie](mailto:info@nsai.ie)

## Ombudsman Review

From 1 May 2013 NSAI falls within the remit of the Office of the Ombudsman. If you believe you have been adversely affected by an action taken by NSAI, on or after 1 May 2013, and are dissatisfied with the outcome of the NSAI complaints investigation process, you may seek an external investigation of your complaint.

Complaints should be made directly to the Ombudsman at:

Office of the Ombudsman  
18 Lower Leeson Street  
Dublin 2  
D02 HE97

**Tel:** +353 1 6395689

**Lo-call:** 1890 223030

**Fax:** +353 1 6395674

**Email:** [ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie)

## Ombudsman for Children Review

From 1 May 2013 NSAI falls within the remit of the Ombudsman for Children. If you believe a child (a person under 18 years of age) may have been adversely affected by an action taken by NSAI, on or after 1 May 2013, and are dissatisfied with the outcome of the NSAI complaints investigation process, you may seek an external investigation of your complaint.

Complaints should be made directly to the Ombudsman for Children at:

Ombudsman for Children Office  
Millennium House  
52-56 Great Strand Street  
Dublin 1  
D01 F5P8

**Tel:** +353 1 865 6800

**Complaint line:** 1800 20 20 40

**Email:** [oco@oco.ie](mailto:oco@oco.ie)

## Feedback

The NSAI is committed to evaluating and improving its services. We evaluate our services on a regular basis and may contact you for your feedback. To help us improve our services, we would appreciate if you would take the time to respond truthfully and fully to any customer survey or questionnaire that we, or our agents, may ask you to take part in, either written or by telephone.

## How to Contact Us

Postal address:

Customer Service Administrator  
National Standards Authority of Ireland  
1 Swift Square  
Santry  
Dublin 9  
D09 AOE4

**Tel:** +353 1 807 3800

**Email:** [info@nsai.ie](mailto:info@nsai.ie)

**Website:** [www.nσαι.ie](http://www.nσαι.ie)

Our head office is open to the public -

Monday to Thursday: 9.15 h to 13.00 h and 14.00 h to 17.15 h

Friday: 9.15 h to 13.00 h and 14.00 h to 17.00 h

## **NSAI Offices and Contact Details**

### **Head Office**

#### **National Standards Authority of Ireland**

1 Swift Square  
Northwood  
Santry, Dublin 9  
D09 AOE4

**Tel: +353 1 807 3800**

**Email: [info@nsai.ie](mailto:info@nsai.ie)**

**Website: [www.nsai.ie](http://www.nsai.ie)**

### **NSAI National Metrology Laboratory**

Griffith Avenue Extension  
Glasnevin, Dublin 9,  
D11 E527

### **NSAI Regional Centre**

Plassey Park Road  
National Technology Park  
Castletroy, Limerick,  
V94 X6X0

### **NSAI Regional Centre**

Ballybrit Business Park,  
Ballybrit, Galway  
H91 NX52

### **NSAI Legal Metrology,**

Rossa Avenue,  
Bishopstown, Cork  
T12 YA37

### **NSAI Legal Metrology,**

IDA Industrial Estate,  
Poppintree,  
Dublin 11  
D11 DV70

### **NSAI Legal Metrology,**

IDA Business Park,  
Coe's Road, Dundalk, Co Louth  
A91 EY29

### **NSAI Legal Metrology,**

Finisklin Industrial Estate,  
Sligo  
F91 W314

### **NSAI Legal Metrology,**

IDA Industrial Estate,  
Northern Extension, Cork Rd, Waterford  
X91 HD59