Introduction

The National Standards Authority of Ireland (NSAI) is committed to providing a quality service to its customers. This Customer Action Plan, based on the 12 Principles of Quality Customer Service\(^1\), sets out a range of actions and objectives that NSAI sets out to achieve in relation to its external and internal customer service.

NSAI has a wide range of external customers such as 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.

NSAI communicates its services to customers through a number of channels - telephone, face to face meetings, website and other online resources, walk-in services, email, promotional events, advertising, ezine and written correspondence.

The NSAI Customer Charter (see Appendix), which is based on this Customer Action Plan, sets out, at a high level, the commitments and the standards of service external customers can expect from the NSAI.

Through regular consultation with customers, the services and commitments set out in the Customer Charter are measured to determine customer satisfaction and to highlight areas for improvement.

NSAI strives to continually improve its services.

Role of the National Standards Authority of Ireland

The role of NSAI is to support economic growth and job creation, enable trade, and protect consumers through greater awareness of standards and their wider application.

NSAI was established as an independent body under the National Standards Authority of Ireland Act 1996. While initially, work focused on standards and certification areas the mandate has now grown to incorporate responsibility for measurement through the Legal Metrology Service for weights and measures used in trade and the National Measurement Laboratory for scientific and industrial metrology.

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**Key NSAI activities**

Key NSAI activities are development and publication of written standards; traceability and enforcement of measurement standards; and certification of products, processes and services.

For written standards we can tell you:

- How to search the standards catalogue
- Whether a standard is being developed and, if so, what stage the work is at
- How to become a participant of a standardisation work group
- How to see and make comments on draft standards
- How to buy a standard
- How to view a standard abstract
- What professional bodies or government bodies/agencies might be able to help you to look at a standard in more detail

For physical measurement standards we can tell you:

- Whether we provide traceability or a calibration service for a measurement unit
- How to get a quote for calibration
- How to interpret the information on the calibration certificate
- About the topics and dates of the metrology training programme
- What your obligations and liabilities are as a user of a measuring instrument in trade use
- What your obligations and liabilities are as a packer of pre-packaged products
- About the inspection of measuring instruments in trade use and manufacturers of pre-packaged products

For certification services we can tell you:

- What products, processes and services we certify
- How to get a quote for certification
- What your obligations are as a certified business or provider of certified products
- What products must be certified in order to comply with CE marking requirements
- How to find a certification body for your product if we do not provide that service
- What government departments or agencies are responsible for market surveillance of CE marked products
Our Customers

The 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.

How to contact us

Postal address:

The Secretary  
National Standards Authority of Ireland  
1 Swift Square  
Northwood  
Santry  
Dublin 9  
D09 A0E4

Tel: +353 1 807 3800  
Email: info@nsai.ie  
Website: www.nsai.ie  
Online resources: Linkedin, Twitter

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

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2 If a customer contacts the NSAI using other means (i.e. direct dial telephone number, other email address) the principles outlined in this Customer Action Plan cannot be guaranteed.
Quality Customer Service

The NSAI is committed to ensuring that the Principles of Quality Customer Service are at the centre of all its activities and that commitment to quality customer service extends across the organisation to all staff. This Customer Action Plan sets out the steps the NSAI takes to ensure that a high quality of service is delivered to its customers, both externally and internally.

This Customer Action Plan aims to:

- Build on the existing strong customer service culture within the NSAI
- Equip staff with the information, skills and support to ensure they are best placed to deliver a quality service
- Ensure our services are provided in a non-discriminatory manner
- Ensure information about our activities is easily accessible
- Develop measurable customer service standards
- Evaluate progress with a view to continual improvement
- Ensure a comprehensive complaint handling procedure is in place

PRINCIPLES OF QUALITY CUSTOMER SERVICE

The provision of a quality customer service involves delivering a service of the highest quality to all customers and ensuring continual improvement in the standard of the services provided.

The 12 Principles of Quality Customer Service are:

1. Quality service standards
2. Equality and diversity
3. Physical access
4. Information
5. Timeliness and courtesy
6. Complaints
7. Appeals
8. Choice
9. Consultation and evaluation
10. Official languages equality
11. Better co-ordination
12. Internal customer

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1 QUALITY CUSTOMER SERVICE STANDARDS

**Principle**
Publish a Customer Charter that outlines the nature and quality of service that external customers contacting the NSAI can expect, and display it prominently at the point of service delivery.

The NSAI Customer Charter sets out the nature and quality of service customers can expect to receive when contacting the NSAI. The charter sets out real and achievable targets which are continuously monitored against actual performance. We contact our customers regularly to evaluate performance and improve the services set out in the Charter.

**Service Standard**

- Publish the customer charter and ensure it is displayed prominently.

**Performance Indicator/measurable**

- NSAI Customer Charter is readily available at NSAI reception, on our website www.nsai.ie and referred to in correspondence and NSAI publications where relevant.
- Regular customer surveys to determine level of customer satisfaction with our services.
2 EQUALITY/DIVERSITY

**Principle**
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.

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 NSAI, through its organisational values and processes, is committed to ensuring equal service delivery to all its customers. It will strive to ensure that no one is treated unfairly or with prejudice through any of its actions or decisions. The NSAI is committed to the implementation of the Employment Equality Acts, 1998-2011, the Equal Status Acts, 2000-2012 and the Disability Act, 2005 and to the delivery of its services within the requirements of these Acts.

**Service Standard**

**Performance Indicator/measurable**
- Staff members trained on the legislation as required.

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4 Under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community.
3 PHYSICAL ACCESS

**Principle**
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.

NSAI takes pride in providing public offices that are clean and safe, ensure privacy and comply with health and safety standards. A health and safety officer has been appointed and fire wardens and a first aid team have been established and are fully trained and briefed on their roles. General access to NSAI buildings and alternative building access for staff and visitors with disabilities are maintained to a high standard.

**Service Standard**
- Maintain clean, accessible public offices that comply with health and safety standards.
- Ensure facilities are accessible to all.
- Ensure and maintain appropriate signage of disability facilities.

**Performance Indicator/measurable**
- Training carried out every two years for the health and safety officer, fire officers and first aid team.
- Health and safety statement available on intranet.
- Health and safety audit of all our facilities carried out over a rolling 3-year programme.
4 INFORMATION

**Principle**
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 NSAI provides clear, accurate and up to date information on its role, functions and activities through its website, ezine, intranet, Linkedin page and publications.

A number of NSAI publications are available in hard copy and the majority are on-line and downloadable. NSAI standards publications are competitively priced for sale and a number of NSAI guidance documents and codes of practice, leaflets and factsheets are available free of charge.

The NSAI website complies with the Website Accessibility Initiative (WAI), Level 2. It also adheres to best practice in relation to layout, ease of access and searchability. The website is continuously monitored to ensure compliance.

Through RSS feeds website users may subscribe to receive alert notifications when specific sections of our website are updated. Our website is updated frequently in response to current customer information needs and our current activities.

**Service Standard**

- Provide clear, timely and accurate information to all.
- Ensure customers are informed of the possibility of reusing NSAI information.
- Ensure we fully avail of the potential offered by information technology.
- Ensure the NSAI website complies with the Website Accessibility Initiative (WAI), Level 2.

**Performance Indicator/measurable**

- Website maintained up-to-date and accurate.
- Maintain information on the NSAI website about reuse of public information under licence.
- Maintain and audit RSS feeds for email alerts for subjects of interest available on website.
- Communication through new channels – Linkedin etc.
- Regular audit of the website is carried out to ensure compliance with WAI, Level 2.
- Regular audit of website usage.
5 TIMELINESS AND COURTESY

**Principle**
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.

The NSAI is committed to ensuring that all queries are responded to in a timely manner and that customers are dealt with fairly and consistently.

Enquiries by phone, email or letter are responded to promptly; usually within 48 hours or if that is not possible no longer than five working days. If we are not able to respond fully within that time, for example, where the enquiry requires considerable research or particular expertise, customers will be advised that this is the case and when they should expect a full response.

All correspondence from the NSAI includes the contact details of the person dealing with the query, such as a contact name, telephone number and/or email address, postal address.

When customers contact the NSAI reception the organisation will be identified. When staff members are contacted by direct dial on their office number or mobile phone they will identify themselves when answering.

NSAI carries out regular customer surveys to measure the quality and timeliness of service and identify areas which require action.

NSAI has specific procedures and timelines aimed at resolving customer complaints and appeals.

**Service Standard**
- Identify the organisation when we answer a telephone call to our reception.
- Answer at least 90% of calls to our head office reception within 15 seconds, during business hours.
- During business hours, return call for message left on reception voicemail within 3 hours.
- Outside of business hours, return call for message left on reception voicemail within 3 hours of the next working day.
- Respond to routine customer enquiries within 48 hours or within five working days if that is not possible.
- Inform customer of timescale for complex enquiries.
- Identify ourselves when answering office extensions numbers or mobile phones.
- Include our contact details in all written correspondence and emails.

**Performance Indicator/measurable**
- Regular monitoring of phone call handling.
- Carrying out regular customer satisfaction surveys of our services.
6 COMPLAINTS HANDLING

**Principle**

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

The NSAI is committed to ensuring that customer complaints are dealt with quickly, impartially and thoroughly.

We aim to resolve complaints at the first point of contact. Informal complaints are those which we can, for the most part, deal with ‘on-the-spot’ or provide a solution within a short time delay, usually of no more than 24 hours. If the complaint, although informal, is complex in nature it may take longer to respond, in which case the customer will be told about the delay. A customer may also request that an informal complaint be transferred to a higher level.

We will not normally contact a customer on the outcome of an informal complaint once resolved but the concerns raised will be forwarded to the appropriate manager to be taken into account in our internal quality management system.

Formal complaints are those of a more serious nature and usually require a thorough investigation at management level.

Formal complaints are acknowledged within ten working days and responded to in writing as soon as possible. They are logged on an internal database and monitored as part of our internal quality management system.

Where it transpires that the complaint is valid, the NSAI will apologise, rectify the issue if possible and take the necessary steps to improve our service delivery quality so as to prevent a recurrence. Customers are advised of outcome of investigation of formal complaints.

**Service Standard**

- Maintain and publish a clear system of dealing with customer complaints.
- Provide an simple to use explanation of our complaints handling procedure and publish this on our website.
- Respond to informal complaints within 24 hours, where possible.
- Acknowledge receipt in writing of a formal complaint within ten working days.

**Performance Indicator/measurable**

- Regularly monitor the customer complaints handling procedure.
- Train staff on dealing with customer service complaints, as necessary.
7 APPEALS

**Principle**

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.

If you are not satisfied with the way in which a complaint has been handled, you have a right to appeal that decision through the NSAI customer complaints appeal procedure.

Appeals can be sent in writing to:

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

From 1 May 2013 NSAI falls within the remit of the Office of the Ombudsman and the Ombudsman for Children. If you believe that you, or a child (a person under 18 years of age), 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.

Full details of how to contact either of these Offices is available in the NSAI Complaints and Appeals Handling Procedure which is downloadable from the NSAI website.

**Service Standard**

- Maintain a clear system of dealing with customer service complaints appeals.
- Ensure NSAI staff and customers are aware of the NSAI complaints and appeals process.
- Ensure NSAI staff and customers are aware of the Ombudsman roles in dealing with complaints from aggrieved customers.

**Performance Indicator/measurable**

- Regularly monitor the customer complaints and appeals procedure.
- Train staff on review of customer service complaints, as necessary.
- Monitor numbers of internal appeals and complaints sent to Ombudsman.
8 CHOICE

**Principle**

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.

The NSAI strives to provide choices to its customers in contacting NSAI and accessing information about its activities and its services. These include contacting the NSAI by telephone, email, through our website or face to face meetings. NSAI office locations and contact details are listed on the website and relevant publications.

The NSAI website has dedicated portals available with searchable databases of NSAI standards development work, published standards, certified businesses and products. Customers can also apply on-line for certification and calibration quotations.

The FAQ section on our website is updated frequently to reflect queries and issues raised by customers.

Depending on the service provided, NSAI provides for payments to be made by a choice of payment methods such as credit card, cheque, direct debit or electronic funds transfer as appropriate. In limited circumstances NSAI may offer the facility to pay by instalments. Where NSAI services are provided on its behalf NSAI ensures a suitable choice of payment methods is available for the customers involved.

**Service Standard**

- Provide a choice of contact channels to customers.
- Provide a choice of payment options for NSAI services.
- Improve choices through adoption of technical solutions.

**Performance Indicator/measurable**

- Evaluate customer satisfaction though customer surveys.
9 CONSULTATION AND EVALUATION

**Principle**

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.

NSAI's services are continually monitored to evaluate their effectiveness. Customer feedback is an important means of identifying gaps or shortcomings in service delivery and of focussing on ways to improve services and address areas of concern. Feedback is also incorporated in ongoing staff training and development.

The NSAI carries out regular customer satisfaction surveys of its services and its website in particular. Feedback on an ad-hoc basis is also encouraged through links on the NSAI website and publications.

**Service Standard**

- Use technology in so far as possible to develop customer feedback.
- Avail of media opportunities to promote customer participation.
- Publicise availability of web portal on standards development.

**Performance Indicator/measurable**

- Continuously monitor customer service uptake and satisfaction with services.
- Monitor feedback from customers on new channels of communication.
- Monitor uptake by customers of new ways to participate or engage with NSAI.
10 BETTER CO-ORDINATION

**Principle**
Foster a more co-ordinated and integrated approach to delivery of public services.

The NSAI engages with many governmental departments and agencies such as the Food Safety Authority of Ireland (FSAI); the Health and Safety Authority (HSA); the National Consumer Agency (NCA); the Irish Medicines Board (IMB); the Commission for Energy Regulation (CER) and National Transport Authority (NTA) as well as a wide range of non-governmental organisations representing consumer, societal, business and environmental interests.

The NSAI holds Memorandums of Understanding (MOU) with other agencies having separate remits but where there is a shared public interest and objective.

In certain cases NSAI through service level agreements (SLAs) NSAI provides services to other public bodies.

The NSAI maintains contact with and is the national voting member in European and International bodies for standardisation, scientific metrology, legal metrology and certification.

**Service Standard**
- Enable a co-ordinated approach to delivery of public services where possible.
- Document relationships with other public services through use of MoUs and SLAs.
- Participate in exchanges with other governmental departments and agencies on NSAI’s role and services.

**Performance Indicator/measurable**
- Regularly review and update SLAs and MoUs.
### 11 INTERNAL CUSTOMER

**Principle**

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

The NSAI recognises that internal customer services and support must be to a high standard to enable staff to effectively carry out their roles to ensure the NSAI meets its objectives.

The NSAI intranet is the principal internal information repository for NSAI policies and procedures and is accessible by all NSAI staff.

All new NSAI staff members are given an induction to the NSAI which includes guidelines on the organisational mission, vision and values, staff conduct and organisational expectations, as well as an introduction to policies and procedures and an overview of NSAI services and activities.

Further training and development is encouraged and funded accordingly by the NSAI.

All grades of staff and all trade unions are represented on an internal forum which seeks feedback on proposed policies and issues.

**Service Standard**

- Recognise staff as internal customers.
- Provide access to updated organisational policies for all staff on intranet.
- Encourage feedback from staff on improvements to internal customer service.
- Ensure adequate information is provided to new staff members at time of induction.
- Ensure training and development in relation to customer service.
- Encourage customer contact staff to exchange information and ideas.

**Performance Indicator/measurable**

- Evaluate feedback on measures proposed to improved internal customer service.
- Monitor and evaluate intranet solution for internal policy dissemination.
12  OFFICIAL LANGUAGES EQUALITY

**Principle**

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.

The NSAI publishes its customer charter, strategy statement, annual report and public notices concerning standardisation work in both Irish and English. NSAI will respond to customer queries in Irish received by telephone or in writing, if possible.

**Service Standard**

- Publish customer charter in both Irish and English
- Publish public notices concerning standardisation work in both Irish and English
- Publish strategy statement and annual report in both Irish and English
- Maintain recorded oral announcements in both Irish and English
- Use non-specific language stationary and compliment slips

**Performance Indicator/measurable**

- Monitor take up of Irish language documents.
- Evaluate customer feedback.
13 MONITORING PROGRESS AND IMPROVING SERVICE

The NSAI is committed to continual monitoring and improvement of its services.

It does this through:

- Conducting customer surveys to determine the level of satisfaction with services.

- Monitoring NSAI website use to ensure that content is accessible and to evaluate website design. A detailed analysis of various web metrics is carried out on an ongoing basis with an annual report.

- Using its internal quality management system to continually monitor its service operation and satisfaction and to make changes, if appropriate, on the basis of feedback and suggestions for improvement from customers and staff.

- Consulting with internal staff and keeping them regularly updated about organisational and service changes. Staff working groups are established to deal with specific projects aimed at improvement.

- Ongoing training and development of staff to deal with operational changes and the take up of new technology.
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 service¹.

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

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

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.

2 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)

- 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)

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) 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
- Email: 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
Ombudsman Review

From 1 May 2013 NSAI falls within the remit of the Office of the Ombudsman. If you believe that 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

Ombudsman for Children Review

From 1 May 2013 NSAI falls within the remit of the Ombudsman for Children. If you believe that a child (a person under 18 years of age) has 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
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
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Dublin 9
D09 AOE4

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Email: info@nsai.ie
Website: www.nsai.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

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