

NSAI

CUSTOMER CHARTER

NSAI's commitment to quality customer service

Revision 4 – October 2022

National Standards Authority of Ireland

As the primary Irish authority for standardization, certification and measurement services, NSAI contributes to an optimal business environment for trade and innovation through excellence and expertise in the provision of the highest quality services.

Guided by our organisational values we are fully committed to providing our customers with an efficient, timely, professional and courteous service¹.

Our values:

- EXCELLENCE – We take great pride in and promote leading edge competency and resilience in the pursuit of excellence in our work, embracing emerging change and opportunities.
- EXPERTISE – In maintaining our forward-looking competencies, we recognise the critical importance of ensuring the continued development and growth of our people.
- RESPECT – We recognise that success can only be achieved by respecting the diversity of our staff, customers, and partners. This is ensured by demonstrating an open and engaging approach in all our interactions and fostering an environment that is built on mutual trust.
- INTEGRITY – We value integrity and manage impartiality. These are the cornerstones of our activities and are in the forefront of our dealings with all stakeholders.
- COLLABORATION – We collaborate across our organisation, with our staff, as well as external partners in an engaging manner to create sustainable value for Ireland across a global landscape.
- INNOVATION – We support the need for agility and innovation throughout our processes, systems, and services, achieved through continually challenging the ways of today.

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 and should you contact us about matters which are not part of our operations or services, we will do our best to inform you of which other organisation, if any, we believe can best help you with the information you require
- Be courteous, friendly and attentive in our dealings
- Provide clear and accurate information and only use technical or legal terms when necessary
- Treat all our customers equally and with respect
- Protect any personal information you give to us, a copy of our personal data privacy policy is available on our website
- Be impartial and independent in all our dealings with business and the public alike
- Listen to your feedback and deal promptly when you have a complaint

WHAT YOU CAN EXPECT FROM US

Telephone enquiries

Our headquarters reception operates from 9.15 h to 13.00 h and 14.00 h to 17.30 h Monday to Thursday (17.15 h Friday). When you contact us by phone:

- We will identify ourselves and direct you to a relevant staff member.
- We will ensure you are assisted if specific staff are not available when you call.
- We aim to answer at least 90% of calls within 15 seconds during business hours and respond to voice messages promptly.

Written enquiries

If you write to us:

- We will acknowledge non-routine enquiries received by post or to our email info@nsai.ie within **two working days** of receipt and will respond fully within **five working days** where possible. You will be informed if your enquiry requires considerable research or expertise and you will be advised when you should expect a full response.
- We will ensure all our correspondence includes a contact name, telephone number and email address.
- We will respond to you in clear and simple language and if we use technical terms we will explain them.

Personal callers

If you visit us in person:

- We will be available to meet with you by appointment during normal office hours and exercise flexibility in so far as possible to meet your needs outside these hours
- We will be timely and punctual in our dealings with you
- We will make sure to have suitable meeting facilities in a clean, accessible office that meets health and safety standards
- We will respect your privacy
- We will be polite and fair in our dealings with you
- We will request you observe our Covid-19 measures for so long as they are in place

Website (www.nsai.ie)

We use our website to keep you informed of our activities and to provide you with a means of accessing our operations or contacting us directly by email. To ensure the best service to you:

- We will keep our website up-to-date and strive to make it as easy to access and navigate as possible

- We will ensure that information on our website is clear and accurate, and where possible that technical or legal terms are explained
- We will provide facilities for making an enquiry or complaint on our website
- We will offer facilities to subscribe to sections of the website which may be of interest to you

ACCESS FOR PEOPLE WITH DISABILITIES

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.

We will:

- Ensure that there is physical access for people with disabilities at our public offices and maintain that physical access to a high standard
- Ensure that information produced by the NSAI, where possible, is available in a suitable format for people with disabilities including working to ensure we maintain an accessible website, and that it and all new content achieves "Level AA" conformance to the Web Content Accessibility Guidelines (WCAG) 2.1, to comply with the National Disability Authority's Code of Practice on Accessibility of Public Services.
- Review and improve signage of disabled facilities as necessary.

SUPPLIERS

We will:

- Operate clear, impartial and transparent tendering and purchasing procedures in accordance with Public Procurement Guidelines
- Ensure that payments to suppliers are made in accordance with applicable Prompt Payment legislation and guidelines

IRISH LANGUAGE

We will do our best to accommodate you if you want to deal with us through Irish. At a minimum:

- If you write to us in Irish, we will answer in Irish
- If you wish to speak to an Irish speaking member of staff we will put you in touch with one
- We will meet our obligations under the Official Languages Act 2003 to publish our Annual Report and Strategic Plan in English and Irish, and place a proportion of our advertisements in both languages

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. You can communicate your views directly to our staff in day to day contact or in writing by email to info@nsai.ie or by post.

IF YOU ARE NOT HAPPY WITH OUR SERVICE

If you are not satisfied with any aspect of our services or you believe the service you have received fall short of what is outlined in this Charter you have a right to complain, preferably in writing. We will deal with your complaint according to our Complaints Policy. All complaints will be dealt with fairly, impartially and in a timely manner. For more information on making a complaint please refer to our Complaints Policy or send an enquiry to info@nsai.ie.

We will make sure your interactions with us in the future do not suffer just because you made a complaint.

CONTACT HEADQUARTERS

NSAI headquarters is located at 1 Swift Square, Northwood, Santry, Dublin 9, D09 AOE4

Tel: +353 1 807 3800

Email: info@nsai.ie

Website: www.nsai.ie

Our head office opening hours are -

Monday to Thursday: 9.15 h to 13.00 h and 14.00 h to 17.30 h

Friday: 9.15 h to 13.00 h and 14.00 h to 17.15 h

NSAI OFFICES AND CONTACT DETAILS

Headquarters

National Standards Authority of Ireland

1 Swift Square
Northwood
Santry, Dublin 9
D09 AOE4

Tel: +353 1 807 3800

Email: info@nsai.ie

Website: 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