



**An Roinn Fiontar,  
Trádála agus Fostaíochta**  
Department of Enterprise,  
Trade and Employment

# **Quality Customer Service**

## Customer Action Plan 2025-2028



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# 1. Department Mission and Structure

As stated in its [Statement of Strategy 2024-2025](#), the Department is guided by its mission as follows:

**“We will lead on sustainable economic development through the creation and maintenance of high-quality employment across all parts of our country:**

- **by championing enterprise; ensuring a competitive business base to incentivise work, sustainable enterprise, innovation and investment;**
- **strengthening global connections and trade;**
- **promoting fair and competitive markets, responsible business practice;**
- **as well as safe, flexible and decent workplaces through the regulatory and enforcement work of the Department, its Offices and its Agencies.”**

The Department is organised into [8 functional Divisions](#) which are:

1. Commerce, Consumer and Competition Division
2. Corporate Services Division
3. Enterprise Strategy, Competitiveness and Evaluation Division
4. Digital, EU and Climate Programmes Division
5. Indigenous Enterprise Division
6. Innovation and Investment Division
7. Trade Division
8. Workplace Regulation and Economic Migration Division

## **Work of the Department of Enterprise, Trade and Employment**

The Department is primarily a policy development Department. It plays a central role in devising, promoting and implementing Government policy in the areas of enterprise development, competitiveness, technology, innovation, intellectual property, trade, consumer policy, competition policy, commercial regulation, employment rights protection as well as the promotion of stable industrial relations.

Given the nature of the Department's responsibilities, functions and roles, the 8 Divisions do not primarily provide services exclusively to the members of the public. Rather, they provide services directly to the Ministers and the Government, to the Oireachtas, to other Government Departments, to EU and International Bodies.

## **Stakeholders**

The Department also consults with a wide range of stakeholders, including Government, business, employer and worker representatives and other stakeholders including at EU and international level. The Department's customer base is, therefore, very broad, with only a small number of business units having considerable interaction with the public.

## **Offices and Agencies**

Another important function of the Department is liaising with its Statutory Offices and with the State Agencies under its aegis. These Offices and State Agencies carry out the main interaction with members of the public on the Department's behalf. Examples of the range of services delivered through its Statutory Offices and State Agencies include employment rights adjudication, patents and trademarks registration, company registration and filing, occupational health and safety and consumer issues.

Having regard to the high level of direct engagement by the Department's Offices and Agencies with members of the public, many Offices and Agencies have developed their own Customer Charters and Customer Action Plans where appropriate.

## 2. Customer Action Plan

This Customer Action Plan provides further details of how the commitments and standards outlined in our Customer Charter will be delivered by the Department in accordance with the [12 guiding Principles of Quality Customer Service](#).

Whilst we set out our objectives in this Customer Service Action Plan, these do not create any legal rights for customers.

### 2.1 Our Commitment to the 12 Guiding Principles

#### 1. Quality Service Standards

- We will publish a Customer Charter and Customer Action Plan that outlines the nature and quality of service which customers can expect and display it prominently at the point of service delivery and on the Department's website.

#### 2. Equality/Diversity

- We will work to ensure that the principles of equality/diversity are maintained and promoted throughout the Department.
- We will ensure that all customers are treated equally and in accordance with relevant legislation.

#### 3. Physical Access

- We will regularly monitor our public offices to ensure that they comply with occupational and safety standards.
- We will ensure that there are suitable facilities in place for all customers, including those with specific needs, when dealing with staff of the Department.
- Our [Access Officers](#) will assist with any difficulties in accessing our buildings.
- We will introduce JAM (Just a Minute) cards to reception areas to assist customers who may need extra time or help.

#### **4. Information**

- We will ensure that all information provided by the Department is clear, timely, accurate and accessible to our customers.
- We will make every effort to ensure that information is available in as many different formats as is practical.
- We will ensure that our website conforms to web accessibility guidelines.
- We will process all customer information in accordance with the Data Protection legislation.

#### **5. Timeliness and Courtesy**

- We will ensure that all our customers are treated with courtesy and respect and that all enquiries are dealt with promptly and efficiently.
- We will inform customers, via our website, of the timelines associated with processing applications for our key [employment permit](#) types.
- We will continue to offer appropriate customer service training to frontline staff.

#### **6. Complaints about Quality of Customer Service Provided**

- We will ensure that details of our [Complaints Procedures](#) are available on our website.
- We will ensure that all complaints made about the quality of customer service provided are investigated promptly, fairly and impartially.
- We will ensure that complaints are acknowledged within 5 working days and that a reply will issue within 15 working days.
- We will monitor and evaluate complaint trends to improve our services.

#### **7. Appeals**

- We will ensure that details of how to review a decision made in relation to the quality of service provided by the Department are set out in our [Complaints Procedures](#).
- If the matter remains unresolved after all review procedures have been fully exhausted, customers can appeal to the Office of the Ombudsman by:

- Clicking on the 'Make A Complaint' link at [www.ombudsman.ie](http://www.ombudsman.ie)
- Or writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773
- Or calling the Ombudsman on 01 639 5600, if you have any queries or if you need help making your complaint.

## 8. Consultation and Evaluation

- Customers are welcome to submit views and comments through the Customer Service area ([Make a comment](#)) of our website.
- We will review customer feedback with a view to further improving service delivery.
- We will ensure that evaluation of customer services is monitored on a quarterly basis through the Department's Cross Divisional Monitoring Committee on Quality Customer Service.

## 9. Choice

- We will provide choice, where feasible, in-service delivery including payment methods, location of contact points, opening hours and delivery times.
- We will use available and emerging technologies to ensure maximum access and choice, and quality of delivery of service.
- We will make more applicable services available online, designed with the customer at the centre.

## 10. Official Languages Equality

- We will comply with our obligations as set out in the [Official Languages Act 2003 - 2021](#) and as set out in the Department's [Irish Language Scheme](#).
- We will ensure that customers who wish to conduct their business through Irish can do so.
- We will continue to encourage and support staff to learn Irish and/improve their Irish language skills.
- We will comply with our obligations under the Irish Sign Language Act, 2017.

## **11. Better Coordination**

- We will participate in inter Departmental and cross Governmental fora, to ensure that our approach to service delivery is consistent with best practice across the Public Service.

## **12. Internal Customers**

- We will recognise all staff as internal customers and aim to ensure that they are properly supported and consulted with regards to service delivery.
- We will keep staff informed of all relevant developments through use of internal channels of communication including the DETE intranet.
- We will continue to provide high quality on-line and in person training and development for all staff.
- We will conduct regular surveys to determine internal customer satisfaction and address issues arising.



## 2.2 Levels of Service

### Customers with specific needs

- We will make every effort to ensure that customers with specific needs are catered for in all our service delivery.
- Queries relating to access issues may be addressed to the Department's [Access Officers](#) as appropriate

### Suppliers

- We will operate clear, impartial and transparent tendering and purchasing procedures in accordance with Public Procurement Guidelines.
- We will ensure that payments to suppliers are made in accordance with Prompt Payment legislation and regulations.

### Service through Irish

- We will ensure that customers who wish to conduct their business through Irish can do so.
- Correspondence received in Irish will be answered in Irish.
- We are committed to meeting our obligations under the Official Languages Act 2003 - 2021, and the commitments outlined in the Department's Irish Language Scheme.

### Service through Irish Sign Language

- Section 3 of the Irish Sign Language Act, 2017 recognises Irish Sign Language as a native language of the State and provides that the 'community of persons using Irish Sign Language shall have the right to use, develop and preserve Irish Sign Language'.
- Section 6 of the Act places obligations on all public bodies, including:
  - A public body shall do all that is reasonable to ensure that interpretation into Irish Sign Language is provided for a person who is competent in that language and cannot hear or understand English or Irish when that person is seeking to avail of or access statutory entitlements or services provided by or under statute by that public body.

- The provision of interpretation shall be at no cost to the person concerned.
- Provision of or availing of a remote, web-based service shall, if the Irish Sign Language user consents, be sufficient to meet the obligations of a public body under this section.

### **Website/Social Media/Publications**

- The Department is committed to ensuring our website content is accessible, up to date and relevant.
- We are committed to posting relevant content on a daily basis across both our [Twitter](#) and [LinkedIn](#) channels as we believe they are best suited to communicate our policy initiatives to our stakeholders.
- We will ensure that our publications are informative, clear and accessible to all users.

### **Freedom of Information**

- The Department complies fully with Freedom of Information legislation. We will make every effort to provide you with as much information as possible informally without resort to the terms of the Act. However, should you wish to make a formal request under the Act, you should contact the Freedom of Information Unit at [FOIUnit@enterprise.gov.ie](mailto:FOIUnit@enterprise.gov.ie).
- A guide to [accessing information under the Freedom of Information Acts](#) is available on our website.

### **Statutory Obligations**



- The Department is fully committed to complying with its statutory obligations for example Data Protection, Language, Irish Human Rights and Equality, Freedom of Information, Prompt Payment of Accounts, and Safety, Health and Welfare at Work. These statutory obligations are set out in full in the Department's Compliance Framework.

### **Internal Customers**

- The Department will recognise all staff as internal customers. This is covered by Principle 12 of our commitments.

## 3.How to Contact Us

### 3.1 Main Contacts

Area / Services	Phone 	Email Website  
Department of Enterprise, Trade and Employment  23 Kildare Street, Dublin 2, D02 TD30.	01 631 2121  0818 302 121	<a href="http://enterprise.gov.ie">enterprise.gov.ie</a> <a href="mailto:info@enterprise.gov.ie">info@enterprise.gov.ie</a>
Quality Customer Service Officer - Gillian Leyden	01 631 2121	<a href="mailto:customerservice@enterprise.gov.ie">customerservice@enterprise.gov.ie</a>
Access Officers - John Maher Gillian Leyden	01 631 2303 01 631 2138	<a href="mailto:visitors@enterprise.gov.ie">visitors@enterprise.gov.ie</a> <a href="mailto:AccessOfficer@enterprise.gov.ie">AccessOfficer@enterprise.gov.ie</a>
Disability Liaison Officer - Cian Mac Hale	01 631 2121	<a href="mailto:dlo@enterprise.gov.ie">dlo@enterprise.gov.ie</a>
Freedom of Information Officer - Gillian Leyden	01 631 2121	<a href="mailto:foiunit@enterprise.gov.ie">foiunit@enterprise.gov.ie</a>
Data Protection Officer - Celyna Coughlan	01 631 2121	<a href="mailto:dataprotection@enterprise.gov.ie">dataprotection@enterprise.gov.ie</a>
Workplace Relations Customer Service	059 917 8990  0818 80 80 90	<a href="http://workplacerelations.ie">workplacerelations.ie</a>
Employment Permits Call Centre	01 417 5333  0818 201 616	<a href="mailto:employmentpermits@enterprise.gov.ie">employmentpermits@enterprise.gov.ie</a>
Import and Export Licences	01 631 2256	<a href="mailto:exportcontrol@enterprise.gov.ie">exportcontrol@enterprise.gov.ie</a>

## 3.2 Contacting our Offices

The Department has a number of Offices under its aegis. If you need information on the services and standards of the following Offices, please contact them directly.

Area / Services	Phone 	Email Website  
Companies Registration Office	01 804 5200 0818 452 000	<a href="http://cro.ie">cro.ie</a> <a href="mailto:info@cro.ie">info@cro.ie</a>
Office of the Registrar of Friendly Societies  Office of the Registrar of Beneficial Ownership of Companies and Industrial and Provident Societies	01 804 5499 0818 452 000	<a href="http://rfs.gov.ie">rfs.gov.ie</a> <a href="mailto:RFS@rfs.gov.ie">RFS@rfs.gov.ie</a>  <a href="http://rbo.gov.ie">rbo.gov.ie</a> <a href="mailto:enquiries@rbo.gov.ie">enquiries@rbo.gov.ie</a>
Workplace Relations  Information and Customer Service	059 917 8990 0818 808 090	<a href="http://workplacerelations.ie">workplacerelations.ie</a>
Labour Court	01 613 6666 0818 613 666	<a href="http://labourcourt.ie">labourcourt.ie</a> <a href="mailto:info@labourcourt.ie">info@labourcourt.ie</a>
Intellectual Property Office of Ireland	056 772 0111	<a href="http://ipoi.gov.ie">ipoi.gov.ie</a> <a href="mailto:ipinfo@ipoi.gov.ie">ipinfo@ipoi.gov.ie</a>

### 3.3 Contacting our Agencies

The Department also has a number of Agencies under its aegis. If you need information on the services and standards of the following Agencies, please contact them directly.

Area / Services	Phone 	Email Website  
Competition and Consumer Protection Commission	01 402 5500	<a href="http://ccpc.ie">ccpc.ie</a>
Enterprise Ireland	01 727 2000	<a href="http://enterprise-ireland.com">enterprise-ireland.com</a>
Health and Safety Authority	01 6147000 0818 289 389	<a href="http://hsa.ie">hsa.ie</a> <a href="mailto:contactus@hsa.ie">contactus@hsa.ie</a>
IDA Ireland	01 603 4000	<a href="http://idaireland.com">idaireland.com</a> <a href="mailto:idaireland@ida.ie">idaireland@ida.ie</a>
InterTrade Ireland	028 3083 4100 (048 from Ireland)	<a href="http://intertradeireland.com">intertradeireland.com</a> <a href="mailto:info@intertradeireland.com">info@intertradeireland.com</a>
Irish Auditing and Accounting Supervisory Authority	045 983600	<a href="http://iaasa.ie">iaasa.ie</a> <a href="mailto:info@iaasa.ie">info@iaasa.ie</a>
National Standards Authority of Ireland	01 807 3800	<a href="http://nsai.ie">nsai.ie</a> <a href="mailto:info@nsai.ie">info@nsai.ie</a>
Corporate Enforcement Authority	01 8585800	<a href="http://cea.gov.ie">cea.gov.ie</a> <a href="mailto:info@cea.gov.ie">info@cea.gov.ie</a>
Personal Injuries Resolution Board	0818 829 121	<a href="http://Injuries.ie">Injuries.ie</a> <a href="mailto:enquiries@injuries.ie">enquiries@injuries.ie</a>