



Coimisiún um  
Iomaíocht agus  
Cosaint Tomhaltóirí

**Competition and  
Consumer Protection  
Commission**

# Customer Service Charter

## 2017 - 2020

Competition and Consumer Protection Commission  
PO Box 12585, Dublin 1

## Contents

Introduction .....	3
Customer Service Commitments .....	3
Response times you can expect .....	3
Standards you can expect when contacting us.....	4
How you can help when contacting us .....	4
How to report a concern/issue in respect of these Charter commitments.....	4
How you can help us in achieving our aim of best customer service .....	5

## Introduction

The Competition and Consumer Protection Commission (CCPC) was established on 31 October 2014. Our mission is “to make markets work better for consumers and businesses”. You can read about our work [here](#).

As a public sector organisation, we are committed to providing a quality service to citizens and aim to do so by implementing this Customer Service Charter (“Charter”). This Charter sets out the standards of service which you can expect to receive from us, both as a member of the public and as a staff member of the CCPC. This Charter specifically relates to how we interact with you, and our conduct during those interactions.

## Customer Service Commitments

Any person who contacts us will be provided with the highest possible level of service. We aim to be helpful, courteous and effective. To do this, we will:

- Identify ourselves when answering the telephone. If your query cannot be dealt with immediately we will arrange a call back at a time convenient for you.
- Respond promptly (within one working day) when a voice message is received. If staff are out of the office, voicemail will be activated which will include an alternative contact.
- Give you the contact details of any relevant body or organisation that may be better placed to deal with your query.

## Response times you can expect

### *By Phone*

We aim for all calls to our dedicated lines to be answered quickly during opening hours. Our consumer helpline is open Monday to Friday 9.00 a.m. to 6.00 p.m., and our corporate line is open Monday to Friday 9.00 a.m. to 5.00 p.m.

### *Written Correspondence*

We will acknowledge receipt of written correspondence within five working days and we aim to provide you with a response to queries within 15 working days. Complex issues requiring significant investigation, research or resources are likely to take longer than 15 working days to be considered fully. Where this is the case, you will receive an update from us within 15 working days.

### *Social Media*

Queries we receive through [Facebook](#) and [Twitter](#) are responded to as soon as possible, usually within 24 hours during the working week.

## Standards you can expect when contacting us

### In providing services we will;

- Respect the confidentiality of any personal information you provide to us, and will only use it in accordance with the law.
- Facilitate those persons who wish to correspond with us in Irish. We will reply in Irish if correspondence is received in Irish and publish an Irish Language Scheme under the Official Languages Act 2003.
- Treat all people equally and aim to provide a service that is available and understandable to all. If you have a disability and you need help accessing our services our Access Officer is happy to help. You can get in touch by calling (01) 402 5516 or by emailing [accessmanager@ccpc.ie](mailto:accessmanager@ccpc.ie) should you require assistance.
- Apply the highest possible accessibility standards to our website and provide information using clear and simple language.
- Ensure that clean, safe and appropriate meeting facilities are available for your visit.

### How you can help when contacting us

- Provide accurate and relevant information.
- Provide your contact details if you require a response.
- If you have been given a reference number, please mention it when contacting us about ongoing correspondence.
- If you wish to meet with us, we ask you to make an appointment prior to visiting so we can ensure that a relevant member of staff with the right expertise is available. To make an appointment please call (01) 402 5500 or email [info@ccpc.ie](mailto:info@ccpc.ie).
- Treat our staff in the way you would like to be treated yourself.

Please note that staff of the CCPC are not obliged to deal with people who are offensive or abusive towards them. In the event that a person demonstrates this type of behaviour, our staff have been instructed to end the phone call or not to respond to the correspondence. Find out more about our [Unreasonable Contact Policy](#).

### How to report a concern/issue in respect of these Charter commitments

If you are not happy with the service you have received, your first point of contact is the relevant line manager. You can ask to speak with, or have the matter referred to them. Once you ask for this, the staff member will refer you to the appropriate person or arrange for that person to contact you. If the issue remains unresolved or you feel the service you received didn't meet the standards outlined in this Customer Service Charter, you can appeal by lodging a formal complaint with our Quality Customer Service Manager or you can request a meeting with them using the contact form [here](#).

The role of the Quality Customer Service Manager is to conduct a formal review of your complaint in respect of whether or not the CCPC's customer service commitments were met and not to adjudicate on the decision-making process of a staff member or Division. The Quality Customer Service Manager will independently examine a complaint from the perspective of our Customer

Service Charter and having reviewed the information, determine whether our customer service commitments were met.

The Quality Customer Service Manager will acknowledge your complaint within five working days and try to resolve the issue within 10 working days. If we need to further investigate the matter, he/she will let you know and advise you when he/she expects to be able to provide a full response.

Following this internal process, if you still feel that you have been unfairly treated or are not satisfied with our response to your complaint, you may contact the [Office of the Ombudsman](#).

How you can help us in achieving our aim of best customer service

If you would like to provide feedback on your experience of dealing with us, please use the contact form [here](#). We regularly review the feedback we receive, as well as reviewing our processes to make sure we are living up to the commitments made in this Charter.