



Coimisiún um
Iomaíocht agus
Cosaint Tomhaltóirí

**Competition and
Consumer Protection
Commission**

Customer Charter

2021 - 2023

Introduction

The Competition and Consumer Protection Commission (CCPC) is the statutory body responsible for enforcing and promoting compliance with competition and consumer protection law in Ireland.

Our aim is to use our knowledge, skills and statutory powers to promote competition and improve consumer welfare. To achieve this, we work to influence public debate and policy development, grow public understanding of the importance of open and competitive markets, promote competition and highlight the interests of consumers. We provide information to consumers about their rights, personal finance and product safety, through a [consumer helpline](#), a dedicated section of our website [ccpc.ie](#), public awareness campaigns and through our various [financial education initiatives](#). We have statutory roles in relation to Alternative Dispute Resolution, credit intermediaries and the regulation of business relationships in the grocery sector. You can read about our work [here](#).

This charter has been written in accordance with the twelve Principles of Quality Service for Customers and Clients of the Public Service. The commitments set out in the charter are not intended to create or confer any new legal rights for people contacting the CCPC.

How to contact us

You can contact the CCPC in the following ways:

- Telephone: (01) 4025555
- Email:
 - [Competition complaints can be sent to Complaints@ccpc.ie](mailto:Complaints@ccpc.ie)
 - [Traders can notify the CCPC of unsafe products via ProductSafety@ccpc.ie](mailto:ProductSafety@ccpc.ie)
- Through our online forms on our website [ccpc.ie](#)
- By post at Competition and Consumer Protection Commission, Bloom House, Railway Street, Dublin 1, D01 C576.
- Facebook via <https://www.facebook.com/CCPC.ie>
- Twitter via <https://twitter.com/CCPCireland>

Customer service commitments

As a public sector organisation, we are committed to providing a quality service to citizens. In order to achieve this we will interact with our customers in a straightforward, polite, helpful, open and professional manner and treat our customers fairly and consistently. This Customer Charter

(Charter) supports this aim. This Charter does not cover in detail all the functions and services we provide, but outlines our commitment to you in respect of contacting the CCPC. This Charter presents our commitments under relevant headings:

Equality/diversity

The CCPC is committed to diversity and will ensure that the right to equal treatment as established by equality legislation is upheld. We will:

- communicate in Irish and Irish Sign Language, on request, taking account of the technical nature and language of our work
- publish major documents, such as our annual report, in Irish and English at the same time; and publish a Language Scheme under the Official Languages Act 2003, once approved by the Department of Tourism, Culture, Arts, Gaeltacht, Sport and Media

Also, our Access Officer is happy to arrange supports for people with disabilities who access our information and services. You can get in touch by calling our switch (Ph:00353 1 4025500) and asking for the Access Officer or by emailing accessmanager@ccpc.ie .

Contact by phone:

- We aim to answer all calls to our dedicated lines as quickly as possible 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.
- We will try to deal with your query as quickly as possible, but if your query is unusual or raises complex issues, we may arrange a call back at a time convenient for you or we may ask you to write to us. This is so that we can give you the fullest answer possible.
- If we are not the appropriate body to deal with your query we will try to give you the details of any relevant body or organisation that may be better placed to deal with your query.

Contact in writing:

- We will acknowledge receipt of written correspondence within 5 working days and aim to provide a full written response, where required, within 15 working days.
- We will contact you, as appropriate, if we cannot reply within 15 working days to explain the reason for the delay and tell you when you can expect a further response.
- Queries we receive through [Facebook](#) and [Twitter](#) are responded to as soon as possible, usually within 24 hours during the working week.

Searches and inspections

As part of the CCPC's enforcement role, our staff may visit your workplace to conduct a search or inspection. When doing so our staff will:

- act in a professional and courteous manner
- show their identification card or warrant of appointment as an authorised officer of the CCPC
- give clear, helpful information on the purpose of the search/inspection;
- give contact details for any queries following the search/inspection
- enforce legislation in a targeted, fair, consistent, open and accountable manner.

How you can help us help you

We request that our customers approach us with courtesy and respect. Staff of the CCPC are not obliged to deal with people who are offensive or abusive towards them and we reserve the right to decline enquiries which are of a frivolous, vexatious or repetitive nature. Please review our [Unreasonable Contact Policy](#) to find out more.

To assist us in providing a quality service to you, we request that you:

- Provide your full contact details if you require a response.
- Clearly state the assistance you need and give us accurate and relevant information, including supporting documents, where necessary.
- Respond to requests for additional information as promptly as possible or if following up on correspondence, and you have been given a reference number, please use it when contacting us.
- 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.
- Provide feedback on your experience of dealing with us. You can do so by emailing servicecharter@ccpc.ie.

How to complain about the CCPC

If you are not satisfied with the service you have received from the CCPC, you can ask the staff member you're dealing with to put you through/refer the matter to their line manager. If the issue remains unresolved after engaging with the manager or you feel the service you received didn't meet the standards outlined in this Customer Charter, you can appeal by lodging a formal complaint

with our Quality Customer Service Manager or you can request a meeting by emailing servicecharter@ccpc.ie.

The role of the Quality Customer Service Manager is to carry out a formal review of your complaint to see whether or not the CCPC's customer service commitments were met, and not to make a judgement about the decision-making process of a staff member or manager.

The Quality Customer Service Manager will acknowledge your complaint within 5 working days and try to resolve the issue within 10 working days. If they need to further investigate the matter, they will let you know and advise you when they expect to be able to provide a full response.

Following this internal process, if you still feel that the response did not meet the standards of this Customer Charter, you may contact the [Office of the Ombudsman](#).