

Customer Charter

About Us

Combat Poverty is a statutory agency established under the Combat Poverty Agency Act 1986. This Act sets out Combat Poverty's functions as: policy advice; research; project support, innovation and evaluation and public education.

Our Vision

Working for a poverty-free Ireland.

Our Mission

We are a state advisory agency developing and promoting evidence-based proposals and measures to combat poverty in Ireland.

Our Commitment

Combat Poverty Agency is committed to treating all our customers in a considerate, courteous and equitable manner. In all our dealings with you we will seek to be open, consistent and professional.

Our Standards

The standards outlined in this Charter focus on the provision of quality service to all our customers.

Information

Our aim is to provide you, as our customer, with information which is accurate, comprehensive and up-to-date. The information and resource material we make available through a range of media, is prepared and produced to meet and, where possible, exceed your expectations. We will provide this information in a suitable format for people with special needs.

Premises

We will provide a premises that is safe and accessible to all our customers.

Service through Irish

We are committed to providing a quality service through Irish where opportune and when requested, and to implementing our commitments under the Official Languages Act.

Contacting and Visiting Us

We are committed to providing easy access to our services by providing a range of options for accessing information and contacting us. Our offices at Bridgewater Centre are open to the public during normal office hours. Our specialist library services are located beside our reception area. A list of all staff is available on our website.

We can be contacted in the following ways:

- Telephone: 01 670 6746
- Fax: 01 670 6760
- Email: info@combatpoverty.ie
- Website: www.combatpoverty.ie
- Post: Bridgewater Centre, Conyngham Road, Islandbridge, Dublin 8.

Information & Confidentiality

Combat Poverty is committed to a policy of confidentiality. In particular, we will

- keep any personal information safe
- use that information only as permitted by data protection legislation and in line with the permission you give

You can Help us to Help You

We welcome and encourage your feedback. If, for any reason, you have reason to be unhappy with the service provided to you, contact the staff member you have dealt with. If that fails to resolve your concern, you may contact the Head of Organisational Management and Development or formally lodge a complaint.

Your suggestions are welcomed on improving any aspect of the services we provide and they will be acknowledged gratefully. We would also welcome any positive comments on the service provided.

Complaints

It is our policy to address promptly any complaints made about the service our customers receive and to do so both sympathetically and objectively.

We will acknowledge within five working days all complaints received and process those complaints within twenty working days pending any investigation that may be required.

If we make an error, we will make every effort to correct it and we will apologise to any persons upset by our mistakes.

If you are unhappy with our response to a complaint by you, you can contact the Office of the Ombudsman at 18 Lower Leeson Street, Dublin 2 (tel. 01 678 5222 or email ombudsman@ombudsman.irl.gov.ie).

Monitoring and Evaluating our Commitments to You

We are committed to monitoring and evaluating our commitments under this Charter and to report in our Annual Reports and on our website on the results of this assessment.