

# Customer Charter

## **OUR MISSION**

The National Oil Reserves Agency (NORA) is responsible for ensuring that Ireland meets its obligations under EU Legislation and International Energy Agency (IEA) rules to maintain a minimum of 90 days stock of oil for use in the event of a physical shortage of supplies. NORA is also responsible for administering Ireland's Biofuels Obligation Scheme.

## **OUR COMMITMENT TO YOU**

NORA is committed to providing services to its customers and clients in accordance with the twelve Principles of Quality Customer Service for Customers and Clients of the Public Service.

This Customer Charter sets out the standards of service you can expect from NORA.

## **LEVELS OF SERVICE TO EXPECT WHEN CONTACTING OR VISITING THE AGENCY**

Whether you write, telephone, email us or call to the Agency in person, we will deal with your enquiry efficiently, with courtesy, sensitivity and with minimum delay.

All customers and clients will be treated with respect, ensuring that there is no discrimination on grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race, or membership of the Travelling Community.

### **Telephone Contact**

- Our main telephone number is +353 1 6769390.
- We will answer your call as promptly as possible – our aim is to answer calls within 20 seconds.
- We will identify ourselves and our area of work.
- We will be helpful and courteous at all times and provide you with as much information as possible.
- If we cannot deal with your query immediately, we will take your details and call you back at a time which suits you.
- We will respond to voicemail messages promptly, and as a general rule, aim to respond by the following working day.

### **Written Correspondence**

- We will acknowledge all correspondence, including emails, within 3 working days of receiving your communication.
- We will endeavour to comprehensively answer your correspondence within 10 working days. If it is not possible to answer within this period, we will send you an interim reply, explaining the position and indicating when you can expect a full response.
- We will ensure that all correspondence contains a contact name, telephone number, reference number (where appropriate) and email address.

### **Personal Callers**

- All callers who have appointments will be received promptly once staff are informed of their arrival.
- We will do our best to accommodate you if you do not have an appointment.
- We will provide appropriate facilities for meetings and ensure that our offices are safe, clean and presentable.

### **INFORMATION**

- We will provide our customers and clients with clear, accurate, comprehensive and up to date information on our services.
- We will endeavour to make this information available in formats that meet the requirements of customers and clients with special needs.
- Our website – [www.nora.ie](http://www.nora.ie) will be up to date, relevant, user friendly, and accessible to all customers and clients.

### **CONSULTATION AND FEEDBACK**

- We welcome and encourage you to provide us with feedback. Such feedback can be provided to us by telephone, or by email at [enquiries@nora.ie](mailto:enquiries@nora.ie).

### **COMPLAINTS**

- We aim to deliver the best possible service to all customers and clients. However, if you are unhappy with our service, you have the right to complain.
- If you have a complaint, you should first bring it to the attention of the relevant section you have been dealing with. If your complaint is not resolved, you can pursue the matter by sending an email to the Agency's Corporate Services Department at [CorporateServices@nora.ie](mailto:CorporateServices@nora.ie).
- We will acknowledge receipt of your complaint within 3 working days and will endeavour to provide a comprehensive response within 10 working days. If it is not possible to answer within this period, we will send you an interim reply, explaining the position and indicating when you can expect a full response.

### **EVALUATION AND REPORTING**

- We will evaluate our performance by monitoring the delivery of service.
- We will provide relevant comments on our Customer Service in our Annual Report.

3<sup>rd</sup> September 2018