



Oifig an Stiúrthóra um  
Fhorfheidhmiú Corparáideach

Office of the Director  
of Corporate Enforcement

## **DRAFT CUSTOMER ACTION PLAN**

**2015 – 2017**

# Principles of Quality Customer Service

**The Office is wholly committed to providing the highest levels of service to all our customers in accordance with the 12 Principles of Quality Customer Service.**

In their dealings with the public, Civil Service Departments and Public Service offices will:

## **1. Quality Service Standards**

Publish a statement that outlines the nature and quality of service which the customer can expect, and display it prominently at the point of service delivery.

## **2. Equality/Diversity**

Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community). Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.

## **3. Physical Access**

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

## **4. Information**

Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publication. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

## **5. Timeliness and Courtesy**

Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer.

Give contact names in all communications to ensure ease of ongoing transactions.

## **6. Complaints**

Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.

## **7. Appeals**

Similarly, maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

## **8. Consultation and Evaluation**

Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.

## **9. Choice**

Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

## **10. Official Languages Equality**

Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

## **11. Better Co-ordination**

Foster a more co-ordinated and integrated approach to delivery of public services.

## **12. Internal Customer**

Ensure that employees are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

## Introduction

The Office of the Director of Corporate Enforcement (ODCE) is committed to providing a quality customer service to all members of the public who have dealings with it. The ODCE will constantly review and further improve the standard of services provided.

As a public sector body, the ODCE shares with similar organisations a corporate commitment to the Principles of Quality Customer Service (as set under the Programme for Better Government / Public Service Modernisation Programme / Code of Practice for the Governance of State Bodies). The ODCE is an independent Office under the aegis of the Department of Jobs Enterprise and Innovation. We endorse the analysis and ambitions as set out in the Department's Customer Service Action Plan 2014 – 2016 and will tailor our actions to support the priorities set out therein, consistent with the ODCE's specific legal remit.

Our Customer Action Plan develops the commitments and standards set out in our Customer Charter. This Plan is intended to give effect in the ODCE to the principles of Quality Customer Service. The full achievement of all of these principles will be dependent on relevant and appropriate structures, services and staffing being in place and on the prioritisation of the work programme of the ODCE.

## **ODCE's Mandate**

The ODCE was formally established on 28 November 2001. Its mandate is to improve the compliance environment for corporate activity in the Irish economy by:

- encouraging adherence to the requirements of the Companies Acts, and
- bringing to account those who disregard the law.

Insofar as investigation and enforcement are concerned, the main powers of the Director arise in the following areas:

- the initiation of fact-finding company investigations;
- the prosecution of persons for suspected breaches of the Companies Act;
- the supervision of companies in official and voluntary liquidation and of unliquidated insolvent companies;
- the restriction and disqualification of directors and other company officers;
- the supervision of liquidators and receivers, and
- the regulation of undischarged bankrupts acting as company officers.

The impact of the ODCE's work has positive economic and social benefits in reducing business and personal risks in the economy. In doing so, the ODCE will be primarily serving the public interest, rather than acting to remedy individual grievances in the company law area.

## **Main Information Contact Points in the ODCE**

Telephone	01 8585800
Lo-Call* (for the cost of a local call)	1890 315 015

\*The rates charged for 1890 (LoCall) numbers may vary among service providers. These rates can be considerably higher from mobile network providers.

## **Website**

The ODCE website at [www.odce.ie](http://www.odce.ie) is updated on a regular basis. It contains information on the ODCE's functions and services, general information, frequently asked questions, speeches and press releases, as well as publications and forms.

## **Publications**

In addition to this Customer Service Action Plan, there are a number of other publications which give useful information concerning the functions and operations of the ODCE. These include:

- Introduction to the ODCE Booklet;
- Information Notes on the Principal Duties, Obligations, Powers and Rights of Companies, Directors, Company Secretaries, Members/Shareholders, Auditors, Creditors, Liquidators, Receivers and Examiners under the Companies Act 2014;
- Freedom of Information Reference Handbook;
- Explanatory Notes to the Company Law Enforcement Act 2001;
- A number of Consultation Papers and ensuing publications, and
- The Annual Reports of the ODCE.

All of these publications are available at [www.odce.ie](http://www.odce.ie).

# Commitment to the Principles of Quality Customer Service

## Introduction

The Office is committed to providing a professional, efficient and courteous service to all customers, in line with the guiding principles of Quality Customer Service (QCS) which have been adopted across the Public Service. Our Customer Action Plan develops the commitments and standards set out in our Customer Charter.

## 1. Quality Service Standards

Publish a statement that outlines the nature and quality of service which the customer can expect, and display it prominently at the point of service delivery.

### The Office will aim to:

- Publish a new Customer Charter and Customer Action Plan (CAP) 2015-2017 in both Irish and English. This will inform our customers and stakeholders of the standards of customer service that they can expect over the lifetime of the Plan.
- Report annually on progress made in achieving the customer service standards outlined in our Customer Charter and Action Plan.
- Make the Customer Action Plan and Customer Charter available on our website in electronic format and in print (on request).

## 2. Equality/Diversity

Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community).

Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.

### The Office will aim to:

- Comply with all equality legislation including the Employment Equality Act, 1998, the Equal Status Act, 2000 and the Equality Act, 2004.
- Promote staff awareness of equality and diversity issues by offering training and awareness campaigns.
- Ensure that all customers are treated equally and in accordance with relevant legislation.
- Provide appropriate interpretation and translation services.
- Provide forms in alternative formats such as Braille or audio (as far as practicable), on request.

### **3. Physical Access**

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

#### **The Office will aim to:**

- While ODCE does not have a public office, we will ensure that there are suitable facilities in place for customers, including those with special needs, when dealing with staff of the Office.
- Regularly review Safety Statements for our building.
- Where assistance is required by persons with disabilities in accessing our services the Office's Access Officer will provide assistance and guidance. Contact details are available at Appendix 1 and at on our website at [www.odce.ie](http://www.odce.ie).

### **4. Information**

Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on our website follows the guidelines on web publication. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

#### **The Office will aim to:**

- Provide customers with information that is appropriate, comprehensive and accurate.
- Use clear and simple language in application forms and leaflets.
- Respond to customer queries in a timely manner.
- Make information available in alternative formats such as Braille, audio, or other language (as far as practicable), on request.
- Provide material on our website at [www.odce.ie](http://www.odce.ie) in a manner that conforms with web content accessibility guidelines.
- Continue to provide LoCall\* and e-mail access to our main business areas and also provide electronic access to our leaflets and forms.

\*The rates charged for 1890 (LoCall) numbers may vary among service providers. These rates can be considerably higher from mobile network providers.

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

Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer.



Provide contact details in all communications to ensure ease of ongoing transactions.

**The Office will aim to:**

- Treat all customers with courtesy and respect.
- Acknowledge all correspondence within 5 working days.
- Keep customers informed of progress if undue delays occur in dealing with their correspondence.
- Minimise call waiting times.
- Give the name of the Business Unit and the name of the staff member when answering telephone calls.
- Give contact details on all written and e-mail communications.

## **6. Complaints about Customer Service**

Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.

**The Office will aim to:**

- Treat all complaints promptly, fairly and impartially.
- Inform customers, where necessary, on how to make complaints under the Office's Customer Complaint Procedures.
- Make details of the feedback and complaints system available on our website at [www.odce.ie](http://www.odce.ie).
- Ensure that all complaints are acknowledged within 5 working days.
- Deal with all complaints about our customer service within 15 working days, where practicable.
- Review customer feedback and complaints to improve service delivery.

## **7. Appeals**

Similarly, maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with our Customer Service. (Appeals against the results of enforcement action by the Office is a matter for the Courts).

**The Office will aim to:**

- Advise customers of the availability of a review of a decision made relating to the quality of service provided by the Office.
- If the matter remains unresolved after all review procedures have been fully exhausted under the Office's *Complaint Procedures*, customers will be advised of their right to appeal to the Office of the Ombudsman.

## **8. Consultation and Evaluation**

Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.

### **The Office will aim to:**

- Review customer feedback from the operation of our Customer Comments and Complaints System to improve service delivery.
- Facilitate customers to share their views on our service delivery through the Customer Service area of our website.
- Have regard to feedback from customers when we review and re-design our services.

## **9. Choice**

Provide choice, where feasible, in service delivery methods and use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

### **The Office will aim to:**

- Provide a range of appropriate contact channels, for example, LoCall telephone numbers\*, e-mail and through our website at [www.odce.ie](http://www.odce.ie).
- Continue to provide information on-line and through appropriate channels.
- Seek to progress and broaden the range of services available to customers on-line.

\*The rates charged for 1890 (LoCall) numbers may vary among service providers. These rates can be considerably higher from mobile network providers.

## **10. Official Languages Equality**

Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

### **The Office will aim to:**

- Comply with our obligations under the Official Languages Act 2003.
- Publish all major publications such as the Office's Annual Report in Irish and English.
- Reply in Irish to all correspondence received in Irish.

## **11. Better Co-ordination**

Foster a more co-ordinated and integrated approach to delivery of public services.

**The Office will aim to:**

- Participate in Departmental fora, in order to ensure that our approach to service delivery is consistent with best practice across the Public Service.
- Participate in the implementation of the Public Service Reform Programme.

**12. Internal Customer**

Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

**The Office will aim to:**

- Keep staff informed of developments in the Office, where appropriate, through use of relevant channels of communication.
- Consider the development of new approaches, including e-delivery methods, to provide for high quality training and development of staff.
- Offer training in customer service and other related training to staff who are in regular contact with members of the public.

## ADDITIONAL INFORMATION

Our Customer Charter is available in Irish and English on our website at [www.odce.ie/Publications/CorporateStatutory/OtherCorporatePublications](http://www.odce.ie/Publications/CorporateStatutory/OtherCorporatePublications)

### How to Contact Us

Our telephone lines are open from 9.15 am to 1.00pm and 2.15 pm to 5.30 pm (except Fridays, to 5.15 pm).

#### Address

Office of the Director of Corporate  
Enforcement  
16 Parnell Square  
Dublin 1  
D01 W5C2

#### Telephone/Fax Numbers

Main Switchboard: (01) 8585800  
LoCall: 1890 315 015\*  
Fax: (01) 8585801

#### Office website

[www.odce.ie](http://www.odce.ie)

#### Office email address

[info@odce.ie](mailto:info@odce.ie)

#### Quality Customer Service Officer

Phone: (01) 8585844

Mr Kevin Prendergast

Email: [feedback@odce.ie](mailto:feedback@odce.ie)

#### Access Officer

Phone: (01) 8585816

#### Disability Liaison Officer

#### Freedom of Information Officer

Email: [phil\\_flood@odce.ie](mailto:phil_flood@odce.ie)

\* Note that the rates charged for the use of 1890 (LoCall) numbers may vary among different service providers. These rates can also be considerably higher from mobile network providers.