



Oifig an Stiúirthóra um  
Fhorfheidhmiú Corparáideach

Office of the Director  
of Corporate Enforcement

## Customer Charter 2015-2017

### Mission Statement

The mission of the Office of the Director of Corporate Enforcement (ODCE) is to improve the compliance environment for corporate activity in the Irish economy by encouraging adherence to the requirements of the Companies Act and bringing to account those who disregard the law.

**Quality Services Standards** are important to ODCE in delivering services to its customers in a proper, fair, open and impartial manner. This charter outlines the standards the customer can expect in dealing with the Office, and describes:-

- the levels of service you are entitled to expect when you contact us;
- how you can help to improve our services;
- how to get more information from us; and
- how to make a complaint.

### Standards our Customers may expect in dealing with us

We will deal with your enquiry as quickly as possible and in all our dealings with you we will be helpful, polite and courteous.

### When you Contact us by Phone

- We will answer your call as quickly as we can.
- We will give you our name and our area of work.
- We will be helpful and courteous and give you as much useful information as possible.
- If we cannot deal with your query immediately, we will take your details and call you back at a time that suits you.
- We will update our voicemails to say if we are in or out of the office and give you the name and phone number of someone else who can help you.
- We will respond to voicemail messages promptly.
- We will inform you if we need to transfer your call to a colleague, give you that person's name and number and ensure that your call is properly transferred.

### When you contact us by Letter or Email

- We will acknowledge your letter or e-mail within 5 working days. We will provide a response to your letter or e-mail within 15 working days.
- We will send an interim reply where it is not possible to furnish a definitive response within these timeframes.
- We will use clear, simple language with no jargon or complex technical terms.
- We will give you a contact name, phone number (including a LoCall number), reference number (if appropriate) and email address so that you can contact us again if you need to.

## Our Information

- We will aim to give you clear, accurate, comprehensive and up-to-date information on the areas of Company Law under our remit.
- We will make this information available at all points of contact.
- As far as possible, we will make our information available in formats that meet your needs.
- We will produce information leaflets and guidelines on our services to help you understand what we do.
- We will use simple, clear language in our forms and information leaflets.
- We will make sure our website, [www.odce.ie](http://www.odce.ie), is up-to-date, relevant, easy to use and accessible to all our customers.
- We will try our best to give you information in alternative formats (for example, braille) if you have difficulty accessing or understanding our information.
- We will regularly review our website with a view to improving ease of navigation, access, providing information in a customer-focussed manner, and to keeping it up-to-date.

## Visiting our offices

ODCE does not have a public office for doing business with the public. However, if you need to see an official you may make an appointment. When you arrive for your appointment -

- We will treat you with respect and courtesy.
- We will see you punctually.
- We will provide suitable areas for meetings and make sure that our offices are safe, clean and accessible.

## Our Complaint Procedures

If you are unhappy with the quality of the customer service you receive from us, you have the right to complain.

### How we will deal with your complaint

- We will treat your complaint promptly, fairly and impartially.
- We will give you a copy of our Complaint Procedures so that you will know how to make a complaint and how we will deal with your complaint.
- We will write to you and acknowledge your complaint within 5 working days.
- We aim to deal with all complaints within 17 working days. If this is not possible, we will write and tell you when we expect to give you a full answer.
- When we receive your complaint, one of our Customer Services team will examine it and then pass it on to the relevant staff member or business unit to deal with it.
- If you are not satisfied with the outcome, we will tell you about our review procedures. If you are still not happy after this review, we will tell you how to make a complaint to the Office of the Ombudsman.

## The Role of the Ombudsman

If you feel that you have been unfairly treated by us, or if you are not satisfied with our decision on your complaint, you can contact the Office of the Ombudsman. By law, the Ombudsman can investigate complaints about our administrative actions or procedures, as well as delays or inaction in our dealings with you.

The Ombudsman's services are free, impartial and independent.

**Office of the Ombudsman**  
**18 Lower Leeson Street**  
**Dublin 2**  
**D02 HE97**

LoCall: 1890 22 30 30  
Phone: (01) 639 5600

**Email:**  
[ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie)  
**Web:** [www.ombudsman.gov.ie](http://www.ombudsman.gov.ie)

## Services through Irish

- We will aim to do our best to facilitate our customers who want to conduct their business in Irish in accordance with our obligations under the Official Languages Act 2003.
- If you write to us in Irish, we will reply to you in Irish.
- We will publish important documents such as our Annual Report simultaneously in Irish and English. We will also publish other information and material in Irish on our website at [www.odce.ie](http://www.odce.ie).
- This Customer Charter, our Customer Action Plan 2015-2017 and our Complaint Procedures are available in Irish.

## Help us to help you by

- Completing all forms carefully
- Providing full and accurate information
- Contacting us if you need to cancel an appointment
- Giving us feedback about our services
- Treating our staff with courtesy and respect

## How to Contact Us

Our switchboard is open from 9.15 am to 1.00pm and 2.15pm to 5.30 pm (except Fridays, to 5.15 pm):

Switchboard	01 858 5800
Lo-Call	1890 315 015*
Fax:	01-8585801

You may write to us at	16 Parnell Square East Dublin 1 ODCE - W5C2
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You may email us at	<a href="mailto:info@odce.ie">info@odce.ie</a>
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Website	<a href="http://www.odce.ie">www.odce.ie</a>
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\*The rates charged for 1890 (LoCall) numbers may vary among service providers. These rates can be considerably higher from mobile network providers.