
Road Transport Operator Licensing Unit (RTOL) Customer Charter

This Charter sets out the standards of service you, as a customer, can expect to receive when you contact the Road Transport Operator Licensing Unit.

What to expect when you contact us

No matter how you contact us, we will deal with you promptly, efficiently and to the best of our ability. We will be courteous, friendly and attentive in our dealings with you and provide you with clear and accurate information.

If you contact us about matters that are not part of the services we provide, we will do our best to inform you of any different organisation we believe can help you with the information you require.

If you contact us by telephone

- we will identify our organisation when we answer;
- our aim is to answer at least 90% of calls within 15 seconds during business hours;
- if we need to transfer your call, we will tell you the name of the person you are being transferred to and ensure that he or she is briefed on the nature of your call;
- we will try to answer your query immediately. If, due to the nature of your query we cannot do this, we will respond within 5 working days, where possible;
- where it is not possible to issue a full reply within 5 working days, we will tell you and let you know when you should expect a full response to your enquiry; and
- we will respect your privacy and treat your enquiry or complaint in confidence.

If you contact us by email, we will

- acknowledge your email within 2 working days of receipt;

- respond to your enquiry fully within 5 working days, where possible. Where it is not possible to respond fully within 5 working days, e.g. where an enquiry requires considerable research or expertise, we will tell you and let you know when you should expect a full response to your enquiry;
- ensure all our email correspondence includes a contact name, telephone number and email address;
- ensure our emails to you are clear and technical terms are explained; and
- respect your privacy and treat your enquiry or complaint in confidence.

If you **visit us in person**, we will:

- behave in a polite, professional and courteous manner;
- use technical or legal terms only when necessary and explain the meaning of those terms clearly where possible;
- exercise flexibility in so far as possible to meet your needs;
- be timely and punctual in our dealings with you;
- respect your privacy and deal with you in confidence;
- make sure our offices are accessible for our customers, including customers with disabilities;
- review and improve signage of disabled facilities as necessary;
- provide appropriate facilities for meeting with you; and
- ensure our offices are clean and safe, and comply with health and safety standards.

If you have a disability, please inform our office of your intention to visit and we will provide the necessary assistance and information you require to access the building comfortably and safely.

If you **write** to us, we will

- acknowledge receipt of your letter within 5 working days;
- respond, in writing, to your enquiry within 10 working days. Where it is not possible to issue a full reply within 10 working days, we will tell you and let you know when you should expect a full response to your enquiry;
- include a contact name, address and telephone number in any correspondence with you;
- use technical or legal terms only when necessary and explain the meaning of those terms clearly;
- give you as much clear, accurate and helpful information as we can; and
- respect your privacy and treat your enquiry or complaint in confidence.

In relation to **information on our website** www.rtol.ie, we will

- keep information on the website as up to date as possible;
- ensure information on the website is clear and accurate, and where possible that technical or legal terms are explained;
- strive to make our website easy to access and navigate; and
- provide facilities for making an enquiry or complaint on our website.

Help Us to Help You

In order to help us to provide the best service we can, please:

- quote any relevant reference numbers when you telephone us, or in any written correspondence;
- ensure you include your name, address and a daytime telephone number or email address in your correspondence;

- be as clear as possible about your enquiry or complaint and give us as much detail as possible;
- make comments, complaints or suggestions about the services you receive from us;
- respond to any customer survey or questionnaire that we may ask you to take part in; and
- treat our staff with courtesy and respect.

Valuing your feedback

We welcome your opinion about our services. Let us know when you are happy with the service we have provided for you. Equally, if you are unhappy with our service or if you have suggestions to improve it, we would like to hear from you. Please send your feedback to rtol@dtas.ie.

How we will monitor how we are doing

To help us to provide the best possible service to you, we need to know how we are performing in relation to your expectations. To do this we plan to:

- consult with our customers in order to evaluate our services; and
- set real and achievable targets and monitor performance against the achievement of those targets.

We are committed to evaluating and improving our services. In reviewing our services we may contact you for your feedback. To help us to improve our services, we would appreciate if you would take the time to respond truthfully and fully to any customer survey or questionnaire that we, or our agents, may ask you to take part in, either written or by telephone.

What to do if you are not happy

If you are not satisfied with any aspect of our services, or you believe the service you have received falls short of what is outlined in this charter, you have a right to complain, preferably in writing. We will acknowledge all formal complaints within 10

working days and respond to you in writing. All complaints will be dealt with fairly and independently under our complaints investigation procedure. If we have made a mistake we will do our best to put things right.

Complaints should be addressed to the Head of Unit at the address below.

If you are dissatisfied with the outcome of the RTOL complaints investigation process, you may seek an external investigation of your complaint by contacting

Office of the Ombudsman,

18 Lower Leeson Street,

Dublin 2 D02 HE97

Phone: 01-639 5600

Lo-call: 1890 223 030

Fax: 01-639 5674

Email: ombudsman@ombudsman.gov.ie

Website: <http://www.ombudsman.gov.ie/en/>

Our Contact Details

Road Transport Operator Licensing Unit
Department of Transport, Tourism and Sport
Clonfert House
Bride Street
Loughrea
Co. Galway H62 ET93

Phone: 091 872950

Lo-call: LoCall 076 100 1601

Email: rtol@dtas.ie

Website: www.rtol.ie

Our public office is open Monday to Friday from 9.30 a.m. to 1 p.m. and 2 p.m. to 5 p.m.