

Regulator of National Lottery

Customer Charter 2015-2018



Rialálaí an Chrannchuir Náisiúnta
Regulator of the National Lottery

Customer Charter 2015 - 2018

The O.R.N.L is committed to providing, maintaining and improving upon our delivery of a high quality customer service to our customers, in the most courteous, timely, fair and efficient manner possible.

This Customer Charter 2015 – 2018 sets out the standards of service that you may expect from this Office. We describe what you can expect when you contact us; what you can do to help us to improve upon our service; and where you can obtain further information.

1. General Information

We will provide comprehensive and up-to-date information about our policies, schemes and services, on our website www.rnl.ie and in print format, using clear and simple language, and we will use clear language in the design of our application forms.

2. Official Languages

We will provide quality services in both Irish and English and inform customers of their right to choose to be dealt with through either official language. If you wish to communicate through Irish, we commit to:

- Respond to you in Irish if you write to us in Irish;
- Provide you with a member of staff who can deal with your telephone call in Irish at the earliest possible opportunity if you would like to speak to a member of staff in Irish;
- Publish our key corporate documents in both Irish and English, such as our Annual Report, Statement of Strategy and Customer Service Action Plan – in accordance with our obligations under the Official Languages Act 2003.

3. Contact by Telephone

If you contact us by telephone, we will:

- Answer all calls as promptly as possible;
- Identify ourselves and our area of work when we answer your call;
- Deal with you in a helpful and courteous manner and provide you with as much information as possible;
- Try to answer your query immediately but if we cannot do this, we will take your contact details and follow up with you within an agreed timeframe;
- Deal promptly with messages left on voicemail and return calls as early as possible, generally within a day, where required; and

- Make it easy for you to contact us by providing contact details in relevant publications and websites.

4. Written Correspondence, including correspondence received via email

If you write to us, we will:

- Acknowledge correspondence via email where a contact email address has been provided within 3 - 5 working days and issue a formal reply in clear and simple language within 20 working days.
- If it is not possible to give a full reply within this period, we will send you an interim reply with an indication of when the matter can be finalised.
- Ensure that all of our written replies include the name, address, direct telephone number, email address and any other relevant contact details of the staff member who is responding to your correspondence.
- Ensure that staff use automated email messages when out of the office to ensure that the customer is given another point of contact within the relevant office.
- Provide useful email addresses on our website, www.rnl.ie and in other corporate material.

5. Visits to our Office

Our office opening hours are from Monday to Friday, from 9.30 am until 5.00 pm. In most cases, the general public will be able to conduct their business with us via telephone, email and letter or via our website, www.rnl.ie. If however, you wish to visit our office, please note that an appointment service is in place. This service will ensure that:

- A member of staff from the relevant section will be available to meet with you
- The staff member concerned will have an understanding of your query and be in a position to deal with it promptly
- You will be met punctually and avoid long waiting periods

To make an appointment:

- Call us on 018727932 or
- Email us at info@rnl.ie

6. Access for People with Disabilities

- We will ensure that there is access for people with disabilities, which is maintained to a high standard
- If you have a disability and inform us of your intention to visit the O.R.N.L, we will provide all the necessary assistance and information you will require to comfortably and safely access the building
- We will ensure that information produced by the O.R.N.L, where possible, is available in a suitable format for people with disabilities

7. Consistency and Impartiality

We will administer the schemes that are provided directly by the O.R.N.L to the public in a consistent and impartial manner. We will treat our customers with respect and courtesy and ensure there is no discrimination on the grounds of gender, marital status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community.

8. Complaints

We aim to deliver the best possible service to our customers. If you are dissatisfied with the quality of service that you have received, you have the right to complain. We recommend that you first contact our staff locally to see if they can deal with your concerns. If the matter is not resolved to your satisfaction at local level you may contact our Corporate Affairs Manager (post held by Corporate Affairs Manager, abbreviated to CAM) contact details below) on an informal basis. We will operate an impartial customer complaints procedure. All complaints received will be acknowledged within 5 working days and processed within 20 working days.

Complaints Procedure

If you are not satisfied that we are meeting the standards that we have set in our Customer Service Charter or you have concerns or complaints about any aspect of your dealings with us, we would encourage you to pursue this matter with us. We welcome all feedback and we will deal with all complaints, queries and suggestions in a timely and confidential manner.

The matter should initially be brought to the attention of the senior officer in charge of the area to which the problem relates (in writing, by telephone, or via email). We will deal with any complaints promptly and in confidence. If the matter is not resolved to your satisfaction at local level, you can pursue the matter with our Corporate Affairs Manager (CAM) by writing to:

The Corporate Affairs Manager
Office of the Regulator of the National Lottery
Block D, Irish Life Centre
Abbey Street Lower, Dublin 1
Tel: 01 8727932
Email: info@rnl.ie
Eircode: DO1 W2H4

The Corporate Affairs Manager (CAM) will:

- Acknowledge receipt of your complaint within 5 working days and advise you of the named officer who will be handling your complaint;
- Have the matter fully investigated; and
- Complete the processing of your complaint within 20 working days.

Where your complaint is upheld and the O.R.N.L is at fault, we will apologise to you and, where possible, try to rectify the situation immediately and take whatever measures are necessary to prevent a similar situation recurring.

Where your complaint is not upheld, we will explain our reasons to you and advise you of your right of appeal to the Ombudsman. The Ombudsman can investigate complaints about any of our administrative actions or procedures as well as delays or inaction in our dealings with you. The Ombudsman provides an impartial and independent dispute resolution service. The contact details for the Ombudsman are:

Office of the Ombudsman
18 Lower Leeson Street
Dublin 2
Tel: 01 639 5600
Lo-call: 1890 22 30 30
Email: ombudsman@ombudsman.gov.ie

Complaints will be recorded and monitored to assist in providing us with an accurate measure of the quality of services provided and to identify areas requiring improvement. Feedback will be provided to staff in relation to complaints received and, where complaints disclose system flaws, procedures will be reviewed and appropriate action taken to avoid recurrences.

Inquiry Officer under the Disability Act 2005

The O.R.N.L has appointed an Inquiry Officer (post held by the Corporate Affairs Manager) to investigate complaints made under Section 38 of the Disability Act 2005.

Any individual can make a complaint to the Inquiry Officer (CAM) if the O.R.N.L has not complied with Sections 25, 26, 27, or 28 of the Disability Act 2005. A complaint can be made in person, in writing, by phone, e-mail, or with the aid of an assistant.

The Inquiry Officer (CAM) will carry out investigations in private and will produce a report which will set out if your complaint is upheld and if there has been a failure by the O.R.N.L concerning your complaint. Where a failure has occurred, the report will outline the steps to be taken to ensure future compliance. This report will be made available to the Regulator and also to the person who made the complaint.

The contact details for the O.R.N.L Inquiry Officer (CAM) are as follows:

Inquiry Officer under the Disability Act 2005
Office of the Regulator of the National Lottery
Block D, Irish Life Centre,
Abbey Street Lower, Dublin 1
Tel: 01 8727932
Email: info@rnl.ie

9. Ombudsman

Our customer complaints procedures are in addition to your statutory right to make a complaint to the Ombudsman. However, the Ombudsman will usually expect that the customer will have first made a complaint to the Office and to have tried to resolve the matter directly in this manner. You can contact the Ombudsman at

Office of the Ombudsman
18 Lower Leeson Street
Dublin 2
Tel: 01 639 5600
Lo-call: 1890 22 30 30
Email: ombudsman@ombudsman.gov.ie
Eircode: DO2 HE97

We will cooperate with the Ombudsman or any other people or organisations that act for you. Our Corporate Affairs Manager (CAM) will be happy to provide any information or help that you may need.

10. Freedom of Information

When you seek access to records held by the O.R.N.L every effort will be made to make these available to you to the greatest extent possible. Where this is not possible you can apply for access to certain records under the Freedom of Information Acts 2014.

If you wish to seek access to information within the Department using the Freedom of Information Acts you will need to:

- Make your request in writing or via email.
- Indicate that the information is being sought under the Freedom of Information Acts.
- Be as clear and specific as possible in making your request and provide as much information as possible to enable the O.R.N.L to identify the records that you require.
- If you would like to receive access to the information/records requested in a particular format, (e.g. photocopies, electronically etc.), please mention this when submitting your request.
- Include a daytime telephone number or email address and your postal address to help us to contact you if any queries arise in relation to your request.
- Requests should be posted to:

The Freedom of Information Officer
Office of the Regulator of the National Lottery
Block D, Irish Life Centre
Abbey Street Lower, Dublin 1
Email: info@rnl.ie
Eircode: DO1 W2H4

Please note that the post Freedom of Information Officer is currently held by the Head of Legal & Compliance.

Further advice and guidance on the making of an application under the Freedom of information Act is available on the O.R.N.L website at www.rnl.ie

11. Monitoring and evaluating our performance

We will evaluate our performance against the standards set out in this Charter. The results of the evaluation of our performance during the year will be published in our annual report

12. Feedback

We welcome and encourage you to provide us with your views, comments and suggestions on our delivery of services to you. We will consult with our customers in relation to the development, delivery and review of services. If you would like to make a comment or suggestion on any aspect of our service, you can do so by sending an email to info@rnl.ie or by writing to the Corporate Affairs Manager (CAM) at the address provided above under Section 8 of this Customer Charter.

13. Mutual Respect Statement

The O.R.N.L staff is committed to engaging professionally and respectfully with clients. In return it is expected that we will be treated in a respectful and courteous manner