

Complaints

Initially your complaint can be addressed to the relevant section within the office. The staff there will try to find a speedy remedy.

If you are not happy with their response we will arrange for your complaint to be officially investigated by the Customer Relations Officer:

Mr Eamonn Dorney
Customer Relations Officer
Central Statistics Office
Skehard Road
Cork

LoCall 1890 313 414
Phone +353 21 453 5036
Fax +353 21 453 5555
Email cro@cs.o.ie

If you are not satisfied with the outcome of the review by the Customer Relations Officer the matter can be appealed to:

Mr Adrian Redmond
Head of Dissemination
Central Statistics Office
Ardee Road
Dublin 6

LoCall 1890 313 414
Phone +353 1 498 4309
Fax + 353 1 498 4229
Email adrian.redmond@cs.o.ie

If the matter is still not resolved you may refer it to the Ombudsman at:

The Ombudsman
18 Lower Leeson Street
Dublin 2

LoCall 1890 22 30 30
Phone +353 1 639 5600
Fax +353 1 639 5674
Email ombudsman@ombudsman.gov.ie
Website www.ombudsman.ie

Contact

The CSO has offices in both Cork and Dublin at:

Skehard Road
Cork
Tel: LoCall 1890 313 414

Ardee Road
Rathmines
Dublin 6
Tel: LoCall 1890 313 414

Swords Business Campus
Swords
Co Dublin
Tel: LoCall 1890 236 787

All our extensions can also be contacted through either our Cork or Dublin phone numbers which are:

+353 21 453 5000 (Cork) or
+353 1 498 4000 (Ardee Road) or
+353 1 895 1300 (Swords)

You can dial extensions directly by replacing the last four digits of these numbers with the appropriate extension number.

Fax numbers: +353 21 453 5555 or +353 1 498 4229
or +353 1 895 1399

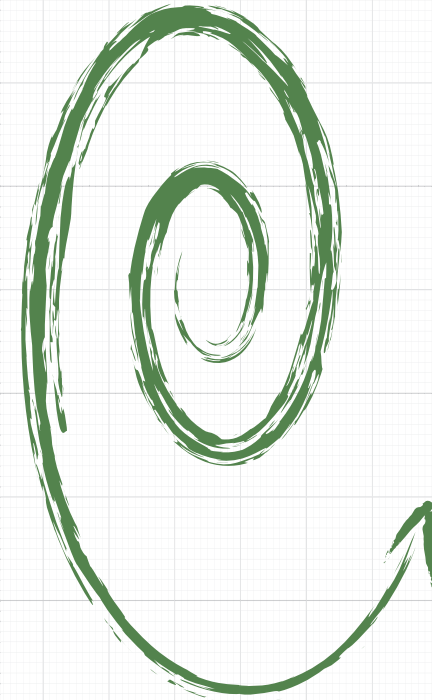
Email addresses for CSO staff are in the form
firstname.lastname@cs.o.ie

CSO on the web: www.cs.o.ie



An Phríomh-Oifig Staidrimh
Central Statistics Office

Customer Charter



Statistics for a Modern Ireland

The efficient and timely provision
of high quality information
for a changing society

www.cs.o.ie

Central Statistics Office Customer Charter

Commitment to customer service

- ◆ We are absolutely committed to the highest standards of customer service.
- ◆ We welcome contact from our customers. We aim to be approachable and helpful, and will treat you with courtesy at all times.
- ◆ We value all forms of feedback.
- ◆ We will be fair and professional in all our dealings with customers.
- ◆ We will deal with your queries promptly and efficiently.
- ◆ We will communicate with you in clear language.
- ◆ We will keep our website useful, informative and accessible, with free access for all.
- ◆ We will provide relevant contact details in all communications.

Publication of statistics

- ◆ We publish all of our statistics online at www.cso.ie.
- ◆ We set challenging deadlines for the publication of our statistics, and we measure the achievements of these deadlines.
- ◆ We announce our publication schedule in advance calendars published on our website.
- ◆ Our publications show contact names and numbers.
- ◆ We will publish methods and quality reports for all our statistics.
- ◆ Whenever possible, we will provide additional statistical analysis if you request it.

Collection of statistics

- ◆ We value our data providers and treat them with respect.
- ◆ As guaranteed by law, the details you provide are kept strictly confidential and are used only for statistical purposes.

- ◆ We aim to balance, as fairly as we can, the need to collect statistics and the burden on our respondents.
- ◆ Our survey forms contain contact details for the CSO section that issued them.
- ◆ We are developing technologies to simplify and, where possible, reduce the task of responding to our surveys.

Contacting the CSO

By telephone

- ◆ We will answer 90% of calls within 20 seconds.
- ◆ When answering, we will identify our business areas and ourselves by name.
- ◆ If we cannot give an immediate answer to your query we will take the details and call you back.
- ◆ If your query requires us to take time in putting an answer together, we will give you an estimate of how long this will take.
- ◆ We will deal promptly with messages left on voicemail, and return calls generally within one day.

By email

- ◆ We will respond to emails to our main email addresses (information@cso.ie, webmaster@cso.ie) within two working days.
- ◆ If we cannot give you a full reply within this time, we will give you an estimate of how long it will take.
- ◆ The “out of office” facility will be used on email, where necessary, to ensure that you have another point of contact.

By letter

- ◆ We will reply to your letters within five working days.
- ◆ If we cannot give you a full reply within this time, we will give you an estimate of how long it will take.
- ◆ Our correspondence will contain the name and contact number of the person dealing with you.

Personal callers

- ◆ You will be collected from reception within 10 minutes of your arrival.
- ◆ You will be able to conduct your business in private.
- ◆ If the person you wish to speak to is unavailable, we will get somebody else to help you.

Service through Irish

- ◆ We continue to implement a scheme for provision of a bilingual service in accordance with the Official Languages Act, 2003.
- ◆ If you contact us in Irish we will arrange to answer you in Irish.
- ◆ We will make all our survey forms available in Irish.
- ◆ We will make our major corporate documents (such as our Statement of Strategy) available in Irish.
- ◆ Tá leagan Gaeilge den cairt seo ar fáil.

Your feedback

- ◆ We provide opportunity for feedback on our website, publications and survey forms.
- ◆ We analyse feedback, and take it into account in our future plans.
- ◆ We will use statistical liaison groups to keep in contact with users of statistics and providers of data.
- ◆ We undertake regular customer satisfaction surveys in conjunction with the National Statistics Board.

Monitoring our performance

- ◆ We will monitor the commitments in this Charter, and take action on any that are not met.
- ◆ In our Annual Report we will give information on the implementation of this Charter.