



**Science Foundation Ireland**

**Customer Charter**

## Science Foundation Ireland Vision

Ireland will be a global leader in scientific and engineering research, discovery and innovation.

## Science Foundation Ireland Mission:

Science Foundation Ireland will progress Ireland's society and economy by supporting the best scientific and engineering research while building an awareness of the role, impact and opportunities science creates.

Core Values:



## **About Science Foundation Ireland:**

Science Foundation Ireland funds oriented basic and applied research in the areas of science, technology, engineering, and mathematics (STEM) which promotes and assists the development and competitiveness of industry, enterprise and employment in Ireland. The Foundation also promotes and supports the study of, education in and engagement with, STEM and promotes an awareness and understanding of the value of STEM to society and in particular to the growth of the economy. See [www.sfi.ie](http://www.sfi.ie)

## **Purpose of the Charter:**

This Charter sets out the manner in which customers will be assisted in their dealings with Science Foundation Ireland. It also sets out the standards and quality of service which clients and members of the public can expect from Science Foundation Ireland.

The users of Science Foundation Ireland services, in the private and public sectors, are very important to us and it is in our best interest to develop a good working relationship with them.

We welcome your feedback. Our Customer Comment Form is available on our website <http://www.sfi.ie/contact-us/contact-form.html>

The Science Foundation Ireland Customer Charter has been developed as a Charter with the following headings:

- |                                    |                                   |
|------------------------------------|-----------------------------------|
| <b>1. Courtesy and Helpfulness</b> | <b>2. Responding to Customers</b> |
| <b>3. Confidentiality</b>          | <b>4. Information</b>             |
| <b>5. Irish Language</b>           | <b>6. Equality and Diversity</b>  |
| <b>7. Redress</b>                  | <b>8. Internal Customer</b>       |

### **1. Courtesy and Helpfulness:**

Science Foundation Ireland staff will at the outset identify themselves to customers and will provide a speedy, professional, courteous and responsible service.

### **2. Responding to Customers:**

Science Foundation Ireland will put customers in touch with appropriate members of staff without delay. Queries will be dealt with quickly and efficiently. If this is not immediately possible, the customer will be informed and will be responded to within an agreed time period. Science Foundation Ireland will keep its services and the operation of its Users' Charter under review.

### **3. Confidentiality:**

Science Foundation Ireland will respect our customers' privacy. We will not disclose any information about a customer without consent, except as permitted by Law.

As outlined in the Industrial Development (Science Foundation Ireland) Act, 2003 Science Foundation Ireland operates a code of practice, which ensures that information provided to Science Foundation Ireland will be treated with the strictest respect for customer confidentiality subject to any obligations under law including the Freedom of Information Acts 1997 and 2003 or in response to questions, debates or other parliamentary procedures in or of the Oireachtas (the Irish Parliament).

### **4. Information:**

Accurate and timely information will be provided in relation to any queries on Science Foundation Ireland services. Responses to queries will be thorough and substantive.

The business hours of Science Foundation Ireland are 9.00am to 5.30pm, Monday – Thursday, 9.00am to 5.00pm Friday.

Information about Science Foundation Ireland can be found on our website and social media forums, which are user friendly and up-to-date.

Website: [www.sfi.ie](http://www.sfi.ie)

Twitter: @scienceireland.ie

Facebook: sciencefoundationireland

### **5. Official Languages Act 2003:**

The Act has the primary objective of ensuring availability and a higher standard of public services through Irish or English. Science Foundation Ireland will facilitate bi-lingual (English/Irish) requests to the maximum possible extent. All requests in Irish should be directed to:

**Kim Lavelle | Board Secretary & CRO**

**Science Foundation Ireland**

Wilton Park House, Wilton Place, Dublin 2

Main Telephone: +353 1 607 3200

E-mail: [kim.lavelle@sfi.ie](mailto:kim.lavelle@sfi.ie)

## **6. Equality and Diversity**

We will raise equality and diversity awareness levels throughout the agency through training, information and communication. In our dealings with customers, we will ensure the rights to equal treatment established by equality legislation are upheld.

We aim to ensure that our facilities and resources are fully accessible in line with the Disability Act 2005. Any queries in relation to accessibility should be directed to Human Resources, Science Foundation Ireland.

## **7. Redress:**

Science Foundation Ireland regards feedback as the key to understanding the needs and expectations of our customers. Science Foundation Ireland encourage staff to use their day-to-day contact with customers as a means of gathering feedback on the quality of service provided.

Any complaint regarding the services of Science Foundation Ireland will be reviewed as a matter of priority.

Any complaint which is not resolved to the satisfaction of the complainant should be forwarded in writing to:

Donal Keane  
Chief Operations Officer  
Science Foundation Ireland  
Wilton Park House  
Wilton Place  
Dublin 2

Or via e-mail: [donal.keane@sfi.ie](mailto:donal.keane@sfi.ie)

The Chief Operations Officer (COO) will investigate complaints and will respond comprehensively and speedily. The COO will investigate the complaint with an open mind and contact named staff members and senior management, if considered necessary, to resolve satisfactorily any difficulties. Complaints will be acknowledged within 48 hours and a further / final reply should be made within a period of 12 working days.

If you are not satisfied with our decision on your complaint, it is open to you to contact the Office of the Ombudsman. By law the Ombudsman can investigate complaints about any of our administrative actions or procedures as well as delays or inaction in your dealings with us. The Ombudsman provides an impartial, independent and free dispute resolution service.

Contact details are as follows:

**Address:** Office of the Ombudsman, 18 Lower Leeson Street, Dublin 2.

**Phone:** +353-1-639 5600

**Lo-call:** 1890 223030

**Fax:** +353-1-639 5674

**Email:** [ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie)

**Website:** [www.ombudsman.gov.ie](http://www.ombudsman.gov.ie)

Similarly, if you are a child or young person under 18 or an adult who knows a child who you feel has been unfairly treated, or you are not satisfied with our decision on your complaint, it is open to you to contact the Ombudsman for Children's Office. By law the Ombudsman for Children's Office can investigate complaints about any of our administrative actions or procedures as well as delays or inaction in dealings with us. The Ombudsman for Children provides an impartial, independent and free complaints handling service.

Contact details are as follows:

**Address:** Ombudsman for Children's Office, 52-56 Great Strand Street, Dublin 1.

**Phone:** +353-1-865 6800

**Lo-call:** 1800 202040

**Email:** [ococomplaint@oco.ie](mailto:ococomplaint@oco.ie)

**Website:** [www.oco.ie](http://www.oco.ie)

## **8. Internal Customer**

Science Foundation Ireland recognises its staff as its internal customer and extends the courtesy and rights afforded to its external customer to them.