

Customer Charter

an
post

Delivering quality services
to you





Welcome to our Customer Charter

All of us at An Post are committed to offering you high quality services that meet your needs. This Customer Charter makes five specific pledges and everyone at An Post will work to uphold them:

- 1 We pledge to provide all customers with quality services at all times.
- 2 We pledge to provide services to all customers in an equal manner and to accommodate their diverse needs.
- 3 We pledge to listen to our customers and to develop our services in response.
- 4 We pledge to take a proactive approach in providing information that is clear, timely and accurate.
- 5 We pledge to provide you with clear policies and procedures to resolve your complaint promptly.

Of course, we would also like to hear from you if we have exceeded your expectations.

Thank you for your valued custom and we look forward to continuing to be of service to you in the future.

Yours sincerely,



David McRedmond
Chief Executive

If the service you receive is not consistent with these pledges or is otherwise unsatisfactory, this Charter sets out how you can tell us. We will use this feedback to improve our services.

Quality of service

We pledge to provide all customers with quality services at all times.

Our commitment to quality customer service applies to every single thing we do, whether it is the way in which we deliver every one of 2.5 million mail items every day or the way we handle over 100 million individual Post Office transactions every year.

We will strive to deliver services that are easily accessible, high quality and meet your needs.

We will provide posting and retail facilities that are easily accessible to the community. We will collect and despatch mail from all posting facilities and provide letter deliveries to each local address every working day.

Our postal services will be competitively priced, secure, reliable and will include a range of choices for domestic, UK, European and international destinations.

We will report on our achievements in our Annual Report against specific performance objectives. These include a target of 94 per cent next day delivery of domestic mail.

We will deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between An Post and its customers. Contact names will be given in all communications to ensure ease of ongoing transactions.

We would like to ensure that your contact with us throughout An Post is efficient, courteous and helpful.

Access and equality

We pledge to provide services to all customers, in an equal manner and to accommodate their diverse needs.

An Post is committed to creating and maintaining a positive and accessible environment for all its customers. We commit to providing clean and accessible public offices that comply with safety standards.

In our dealings with you, we will ensure that there is no discrimination on grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race or membership of the traveller community. In respect of the equality legislation, we will therefore endeavour to accommodate the diverse needs that may arise from these equality grounds.

We will publish, where appropriate, key documents in Irish and reply in Irish to correspondence received in Irish. We will make every effort to accommodate customers who telephone or visit our offices and who wish to conduct their business in Irish without detriment to the speed and quality of service. Material in Irish will also be included on our website anpost.com.

We will respect our customers' privacy and will abide by our Privacy Statement and Data Protection Policy. We will not disclose any information about a customer without consent, except as permitted by Law. All marketing communications will be clear, fair and accurate.

Listening to you

We pledge to listen to our customers and to develop our services in response.

We welcome and encourage feedback on the services we provide. We will make it easy for you to do so by displaying our customer service contact details in all communications throughout our retail branches and on roadside posting boxes.

We will monitor customer satisfaction with our services and seek improvements in all areas to best meet your needs.

We will seek to coordinate services with state agencies and other companies where this improves service quality.

Keeping you informed

We pledge to take a proactive approach in providing information that is clear, timely and accurate.

We will provide information on our policies, schemes and services that is clear, timely and accurate.

We will ensure that key information is available as comprehensively as practical and we will endeavour to make it available in different formats which, according with the equality legislation, meet the requirements of customers with special needs.

We will use clear, simple language in the design of our application forms and information leaflets.

We will produce comprehensive explanatory material/guidelines on our services, as appropriate, and we will continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

We will ensure that the potential offered by information technology is availed of fully. Our main website anpost.com will be up-to-date, relevant, user friendly and accessible to all our customers, including those with visual disabilities.

We will ensure that, in the event of any disruption to service, customers are kept fully and regularly updated.

Feedback and complaints

We pledge to provide you with clear policies and procedures to resolve your complaint promptly.

An Post will maintain a well publicised, accessible, transparent and simple-to-use complaints and feedback procedure. If you have a complaint or any other concern, please let us know:

By Phone

Call Customer Services on 01 705 7600 Monday to Friday between 9.00am and 5.30pm.

By Post

Send a letter and/or relevant enquiry form, free of charge:

An Post
Customer Services
GPO
Freepost
Dublin 1, D01 F5P2

Online

By completing an online enquiry form at anpost.com/contactus making sure to include your full contact details.

We will acknowledge all correspondence within three working days of receiving your communication. Our booklet "Getting it Sorted" sets out our complaints policies and procedures in detail and is available by calling 01 705 7600 or online at anpost.com/complaintprocedures

Where a complaint about postal products or services is not resolved to your satisfaction, the An Post Customer Advocate, The Commission for Communications Regulation (ComReg) and the Small Claims Court are available to help you.

For more information about these options please visit our website anpost.com/complaintresolution

Aiseolas agus gearáin

Gallaimid go gcuirimid beartais agus nósanna imeachta soiléire ar fáil duit chun do ghearán a réiteach go pras.

Cleachtóidh An Post nósanna imeachta deaphóibíthe, so-aimsiúthe, trédhearcacha agus simplí leith Chustaiméirí ag aiseolas. Má bhíonn aon údar gearáin nó imní agat, cuir in iúl dúinn é le do thoil:

Ar an Teileafón

Cuir glaoch ar Sheirbhís do Chustaiméirí ag 01 705 7600 ón Luán go dtí an Aoiúnaid 9.00am agus 5.30pm.

Tríd an bPost

Cuir litir agus/nó an físeán ábhartha saor in aisce chuig:

An Post

Ionad Seirbhís do Chustaiméirí

Ard-Oifig an Phoist

Saorpost

Baile Átha Cliath 1

D01 F5P2

Ar líne

comhlánáigh foirm fhiosraithe ar líne ag anpost.com/contactus agus déan cinnte go gcuireann tú do chuid sonraí teagmháil in iúl.

Admhóimid gach comhfhreagras laistigh de thrí lá tar éis duit teagmháil a dhéanamh linn. Déanfaimid a ndícheall freagra cuimsitheach a thabhairt ar do chomhfhreagras laistigh de dheich lá oibre. Tugtar sonraí faoi ár mbeartais agus ár nósanna imeachta i leith gearán inár leabhrán "Ag réiteach na Faidhbe" agus tá sé ar fáil tríd ghlaocch ar 01 705 7600 nó ar líne ag anpost.com/complaintprocedures

Mura mbíonn gearán faoi tháinig

nó seirbhísí poist réitithe chun do

shástachta, beidh Aighne Custaiméirí

An Post, an Coimisiún um Rialáil

Cumarsáide (ComReg), Oifig an

Ombudsman, agus an Chúirt

Mionléigimh ar fáil le teacht i gceabhair

ort chomh maith.

Tá tuilleadh faisnéise faoi na roghanna

seo ar fáil ar ár suíomh gréasáin

anpost.com/complaintresolution

Coinneoimid ar an eolas tú

Geallaimid cur chuige réamhghníomhach i leith faisnéis a chur ar fáil atá soiléir, tráthúil agus crúinn.

Cuirfimid faisnéis shoiléir, thráthúil, chruinn ar fáil inár mbeartaí, inár scéimeanna agus inár seirbhísí.

Déanfaimid cinnte go mbeidh faisnéis thábhachtach ar fáil ar bhealach chomh cuimsitheach agus a bheadh

prácticíúil agus déanfaimid ár ndícheall é a chur ar fáil i bhformáidí éagsúla a fheastaóidh, de réir na reachtaíochta comhionannais, ar chustaiméirí a bhfuil riachtanais speisialta acu.

Bainfead úsáid as teanga shoiléir, shimplí inár bhfoirmeacha iarratais agus inár mbileoga faisnéise.

Cuirfimid ábhar mionúchdán/treoirlinne cuimsitheacha faoinár seirbhísí ar fáil de réir mar is cuí, agus déanfaimid iarracht leanúnach rialacha, rialachdín, foirmeacha, bileoga faisnéise agus níosanná imeachta a shimpliú.

Déanfaimid cinnte go mbaifear an leas is fearr as cumas theicneolaíochta na faisnéise. Beidh ár bpríomhláithreán idirlín, anpost.com suas chun dáta, éasca a úsáid agus so-aimsiúe dár gcustaiméirí go léir, agus daoine le míchumas rachaírc san díreamh. I gcás go ndéantar aon chur isteach ar sheirbhís, cinnteoimid go gcoinnéofar dár gcustaiméirí go hiomlán agus go rialta ar an eolas.

Tabharfaid cluas éisteachta duit

**Gallaimid go dtabharfaid cluas éisteachta dár
gustaimeirí agus go ndéanfaid forbairt dá réir
ar ár seirbhísi.**

Cuirfimid fáilte roimh aiseolas
faoi na seirbhísi atá á gcur ar fáil
againn. Éascaimid é seo duit tríd
shonraí teagmhála do chustaimeirí a
thaispeáint ar ár gcuid cumarsáide go
léir, ar fud ár gcraobhacha miondíola
agus ar bhoscáil poist ar thaobh na
sráide.

Déanfaid monatóireacht ar
shástacht na gcustaimeirí lenár seirbhísi
agus déanfaid iarracht gach réimse
a fheabhsú ar mhaithe le freastal ar do
chuid riachtanas.

Déanfaid iarracht seirbhísi a
chomhordú le gníomhaireachtaí stáit
agus le cuidreachtaí eile ar mhaithe le
caighdeán na seirbhísi a fheabhsú.

Rochtain agus comhionannas

Gallaimid go gcuirimid seirbhís ar fáil dár gcustaiméirí go léir go cothrom agus go bhfreastalóimid ar a riachtanais éagsúla.

Tá sé d'aidhm ag An Post timpéallacht dhearfach inrochtaine a chruthú agus a bhuanú dá chuid custaiméirí go léir. Táimid tiomanta d'ofigi glana inrochtaine atá ag cloí le caighdeán shábháilteachta a chur ar fáil don phobal.

Déanfaimid cinnte de nach ndéanfar aon idirdhealú ar bhonn inscne, stádas pósta, claonta gneis, míchumais, reiligiúin, cine ná ballraíocht den lucht siúil agus muid ag plé leat.

Maidir leis an reachtaíocht chomhionannais, déanfaimid gach iarracht freastal ar na riachtanais ilghnéitheacha a eascráinn as na boinn chomhionannais seo.

Foilseóimid cáipéisí tábachtacha i nGaeilge de réir mar is cuí, agus tabharfar freagra i nGaeilge ar chomhfhreagras i nGaeilge. Déanfaimid ár ndícheall freastal ar chustaiméirí a chuireann glaoch teileafón orainn nó a thugann cuairt ar ár n-oftigi agus ar mian leo a ngnó a dhéanamh trí nGaeilge gan cur isteach ar luas ná ar chaighdeán na seirbhíse.

Cuirfear ábhar ar fáil i nGaeilge ar ár suíomh idirlín anpost.com

Beidh meas againn ar
phróbháidídeachas ár gcuíd custaiméirí agus cloífid le ndír Ráiteas
Próbháidídeachais agus lenár mBeartas um Chosaint Sonraí. Ní phléfid aon fhaisnéis faoi chustaiméir gan toiliú an chustaiméara, ach amháin de réir mar atá ceadaithe ag an dlí. Beidh ár gcumarsáid margofochta soiléir, cothrom agus cruinn.

Seirbhís d'ardchaidhdeán

Geallaimid go gcuirimid seirbhís d'ardchaidhdeán ar fáil dár gcustaiméirí go léir i gcoinn.

Beidh ár ngníthachtdialacha á dtuairiscíú againn in aghaidh cuspoirí sonracha feidhmíochta. Airtéar ina measc spríoc de sheachadadh 94 faoin gcéad ar an gcéad lá eile ar phost íntre.

Cuirimid seirbhís d'ardchaidhdeán ar fáil le cuiréis, le hógairéacht agus gan an iomarca mólle, agus cothóimid meas idir An Post agus a chuid custaiméirí. Cuirfear ainmneacha teagmhála ar fáil i ngach cumarsáid ar mhaithe idirbhearta leanúnacha a éascú.

Deiléillfear leat go maicnta gan stró a chur ort.

Ba mhaithe linn a chinntiú go gcaithfear leat go hómósach, go cuiréiseach, agus go cúntach.

Baineann ár dtiomantas do sheirbhís chustaiméara d'ardchaidhdeán le gach rud a dheinimid, an chaoi ndéinimid gach ceann de 2.5 milliún mír post a sheachadadh gach lá, nó sa tsí a láimhséallimid os cionn 100 milliún idirbheart ar leith in Oifigi Post gach bliain.

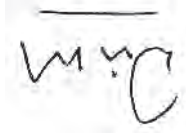
Déanfaimid ár ndícheall seirbhísí so-aimithe d'ardchaidhdeán a sholáthar a shásóidh do chuid riachtanas.

Cuirimid díseanna poist agus miondóla so-aimithe ar fáil don phobal. Bailéimid agus seofaimid an post ó gach áis postála agus cuirfidimid seirbhís seachadadh litreacha ar fáil chuig gach seoladh áitiúil gach lá oibre. Beidh praghsáil iomáloch ar ár seirbhísí poist, beidh síad síd, iontaofa agus beidh réimse roghanna ann do chinn scríbe íntre, sa RA, san Eoraip agus i dtíortha eile.

A chustaiméir a chara

Tá gach duine in An Post tionsanta do sheirbhísí d'ardchaitheamh agus do chuid ríachanas a sholáthar duit. Déantar cúig gheallúint
ar leith sa Chait Chustaiméara seo agus déanfaidh gach duine in An Post a
ndícheall iad a chomhlíonadh:

1. Geallaimid go gcuirfidh seirbhísí d'ardchaitheamh ar fáil dár gcustaiméirí go léir i gcónaí.
2. Geallaimid go gcuirfidh seirbhísí ar fáil dár gcustaiméirí go léir go cothrom agus go bhfreastalaímid ar a ríachtanais éagsúla.
3. Geallaimid go dtabharfaimid cluas éisteachta dár gcustaiméirí agus go ndéanfaimid forbairt dá réir ar ár gcuid seirbhísí.
4. Geallaimid go mbeimid omhghnómhach ag cur faisnéise ar fáil atá soiléir, tréthuill agus cruinn.
5. Geallaimid go gcuirfidh beartais agus nósanna imeachta soiléire ar fáil duit chun do gheairín a réiteach go pras.



David McRedmond
Príomhfheidhmeannach

Mura mbíonn na seirbhísí a fhaigheann tú ag cloí leis na geallúintí seo, nó má bhíonn siad mísháilí ar bhealach ar bith eile, leagtar amach sa Chait seo conas é sin a chur in iúl dúinn. Bainfidh úsáid as an aiseolas seo chun feabhas a chur ar ár gcuid seirbhísí. Beidh áthas orainn chomh maith ar ndóigh scéal a fháil uait má éiríonn linn sásamh a físeachtúil a thabhairt duit.

Táimid an-bhuíoch as do chuid gnó agus táimid ag tnúth le leanúint ar aghaidh ag freastal ort amach anseo.

Is mise, le meas,





Seirbhísí den scoth á
seachadadh chugatsa

Chairt
Chustaiméara

an
post