

Customer Charter, Action Plan and Complaints Procedure



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1. Introduction

1.1 National Transport Authority

The National Transport Authority (NTA) is a statutory body established by the Minister for Transport on 1 December 2009. At national level, NTA has responsibility for securing the provision of public passenger land transport services, including subsidised bus and rail and light rail services. NTA also licenses public bus passenger services delivered by private operators and has responsibility for the regulation of the small public service vehicle (SPSV) industry (taxis, hackneys and limousines). Other areas of responsibility include Ireland's rural transport programme, integrated information systems for public transport customers, management of the Integrated Ticketing Scheme for Ireland (the Leap Card system), and regulation of vehicle clamping.

Within the Greater Dublin Area (GDA) NTA carries additional responsibilities including:

- Strategic planning of transport;
- Development of an integrated, accessible public transport network;
- Promoting cycling and walking;
- Provision of public transport infrastructure generally including light rail, metro and heavy rail; and
- Effective management of traffic and transport demand.

The GDA includes the local authority areas of Dublin City, Fingal, Dún Laoghaire-Rathdown, South Dublin, Kildare, Meath and Wicklow.

NTA is involved in the implementation of several major projects and programmes, including the BusConnects programme, Metrolink, the DART+ Programme as well as a cycling infrastructure programme and various other projects and programmes in the sustainable transport area. In addition, NTA is planning networks of public transport services in several towns throughout Ireland, and regularly reviews the effectiveness of urban networks in cities outside of the GDA at achieving transport and climate related objectives. Further information on the NTA is available on its website www.nationaltransport.ie

1.2 Transport for Ireland

Transport for Ireland (TFI) is the name used by the NTA for the publicly funded transport network across Ireland. It encompasses bus, train, and tram services that are operated by different providers. TFI aims to provide integrated and accessible public transport services to make it easier for people to move around the country. The customer charter sets out our commitments to customer service for public transport customers.

2. Customer Charter

Our customer charter sets out the standards and targets we plan to achieve.

2.1 Customer Commitments

- **Availability:** We will make every effort to ensure that our facilities and services are available as advertised.
- **Comfort:** We will provide facilities and services that help you to enjoy a comfortable travel experience.
- **Accessibility:** We will continue to make our network as accessible as possible for everyone.
- **Information:** We will endeavour to keep you well-informed at all stages of the journey, particularly if things go wrong.
- **Care:** We will deliver our services with due care and treat you with respect and dignity.
- **Diversity & Inclusion:** We will treat everyone equally regardless of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community.
- **Innovation:** We will use the feedback we receive from you to look for new ways to enhance the travel experience.
- **Safety & security:** We will provide a safe and secure travelling environment.
- **Timeliness:** We will focus on getting you to where you want to be on time.
- **Presentation:** We will maintain our facilities, information and signage to keep them clean, well-presented and in good condition.
- **Sustainability:** We will consider the environmental impact of our services and strive to ensure they are increasingly sustainable.

Our customer service performance is monitored and measured against the [12 Principles of Quality Customer Service](#) (QCS). Our commitments are set out in our Customer Action Plan.

2.2 How to submit a Comment, Compliment or Complaint

If you wish to submit a compliment, comment or make a complaint about the quality of customer service provided, you can:

- Call: 0818 294 015 (or +353 1575 6110 if calling from outside Ireland)
 - 7am – 7pm Weekdays
 - 8am – 6pm Saturdays
 - 10am – 6pm Sundays and Public Holidays
- Fill out our online contact form at <https://www.transportforireland.ie/support/send-a-message/>
- Write to us at Transport for Ireland, PO Box 13739, Clonakilty, Co. Cork

2.3 What to expect when you contact us

- **Online contact form/Email:** We will acknowledge your contact and aim to respond to online contact forms within 72 hours and emails within 15 working days.
- **Letter:** We aim to respond within 15 working days.
- **Phone:** We will deal with your query as soon as we can.

We will make every effort to ensure that customers with specific needs are catered for in all our service delivery. We will make every effort to accommodate customers who wish to conduct their business through Irish. We ask that when you are contacting us, you:

- Have relevant information ready.
- Give full and accurate information.
- Treat our staff with courtesy and respect.

2.4 Our Websites

We will ensure that information on our websites <https://www.transportforireland.ie/> and www.nationaltransport.ie and other NTA websites is up to date to the best of our ability and accessible. We will use clear, simple language in all our communications as much as possible. We will make information available in formats that meet your needs.

3. Customer Action Plan

The Customer Action Plan below provides further details of how the commitments and standards outlined in our Customer Charter will be delivered by Transport for Ireland in accordance with the 12 guiding Principles of Quality Customer Service. Whilst we set out our objectives in this Customer Action Plan, these do not create any legal rights for customers.

3.1 Our Commitment to the 12 Guiding Principles

Quality Service Standards

We are committed to providing our customers with a high-quality service. Our Customer Action plan provides details of how the service commitments will be delivered and evaluated. Our Customer Charter sets out the service levels that customers can expect.

We define specific service standards that Transport Operators should meet when operating Public Service Obligation (PSO) routes. We set and monitor Key Performance Indicators (KPIs) to measure these service standards. We take actions to improve customer service based on insights from our data, customer satisfaction and mystery shopping surveys to continually improve our service.

We work with PSO Transport Operators to ensure their Customer Charters set out the service levels that customers can expect. We work with the PSO Transport Operators to ensure that strategies to meet these service levels are addressed in their Customer Action Plans.

We use technology to monitor the punctuality and reliability of public transport, and the performance of PSO Transport Operators. We use independent researchers to interview customers about their experience with our services. We conduct mystery shopping activities to assess the experience of customers using our services.

We investigate and respond to complaints that are made about our services and the performance of PSO Transport Operators. We invite feedback from Customers about our services. We report each year on our service delivery performance in the NTA Annual Report.

Equality & Diversity

We protect the right to equal treatment for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community).

- We provide accessible transport services to the people in Ireland irrespective of personal circumstances and treat everyone equally, in accordance with the Equal Status Acts 2000-2018. We endeavour to make public transport accessible for all.
- We train our staff to treat every Customer with respect and dignity. We consult with customers and analyse their needs, when planning and developing public transport services. We offer additional guidance and support for customers who are unable to use, or do not have access to our digital services.
- We ensure that complaints related to equality and diversity are thoroughly investigated. We collect and use data to promote equality and diversity within our organisation.
- We conduct customer satisfaction surveys about the accessibility of public transport services.

Physical Access

We provide clean, accessible facilities that meet Health and Safety Standards. Our facilities are accessible for people with disabilities and cater for specific access needs. We facilitate access to public transport services for people with disabilities and specific needs.

- Most of our services are wheelchair accessible, and we endeavour to increase this further. We consult with customers with disabilities and analyse their needs, when planning and developing public transport services.
- We provide journey assistance and guidance for customers with disabilities.
- We provide information regarding public transport services on the TFI website and TFI live App, which are designed in line with Accessibility standards (WCAG 2.0).

- We ask for feedback from staff and customers to make sure our facilities meet accessibility standards.

Information and privacy

We use new and emerging technologies to improve how we deliver our services. We take a proactive approach in providing information that is clear, timely, accurate, available through most contact channels and meet the requirements of people with specific needs. We respect customer privacy and do not share customer information with third parties unless the law allows or requires it. We manage customer personal data in line with GDPR guidelines.

- We ensure customer personal data collected is used for specific, explicit and lawful reasons. We keep customer data safe in line with legislation.
- We are transparent with our customers on the data we hold. We accommodate Freedom of Information (FOI) and GDPR rights requests.
- We monitor our compliance with Data Protection guidelines / legislation relating to personal data.

Timeliness & Courtesy

We deliver quality services with courtesy and sensitivity in a timely manner. We foster a climate of mutual respect between our service providers, staff and customers.

- We aim to provide public transport services that operate as per scheduled timetable. We do our best to inform customers, via our website and mobile applications of delays or cancellations of public transport services. We identify areas where transport operators fail to meet service levels and apply contractual penalties where applicable as well as requesting and facilitating actions that will improve their performance.
- We train our staff to deliver professional customer service to ensure customers are treated with courtesy, respect and in a timely manner.
- We update our website and mobile application regularly to provide accurate information on public transport. We monitor performance service levels set for all transport operators which includes punctuality and target response times for resolution of customer queries.
- We conduct regular surveys on customer satisfaction and encourage feedback from customers about our services. We take these results into account to improve our services. We use technology and customer feedback to monitor our response times and work on improving them.

Complaints

We maintain an accessible and transparent system of dealing with customer complaints regarding public transport services. We acknowledge suggestions, queries and complaints in a timely manner.

- We provide different contact channels for customers to submit their complaints, queries and feedback including telephone, online contact form, virtual assistant, live chat and post.
- We monitor response times and the quality of responses that are provided by our customer care team to our customers.
- We ensure that complaints made regarding the quality of customer service are investigated promptly and fairly.

Appeals / Reviews

We maintain an accessible and transparent system for reviewing complaints and appeals for customers who are unsatisfied with the previous responses given by our customer care team.

- Details of the appeals process regarding public transport services complaints are provided under section 4 of this document.
- We evaluate and study the appeals received and reopen the investigation where necessary. We then provide a final decision regarding the case.
- A customer may decide to utilise their rights to contact the Ombudsman. Customers can contact the Ombudsman office for free, impartial and independent dispute resolution services. TFI abides by decisions made by the Ombudsman office.

Consultation & Evaluation

We have meaningful consultations with customers about how we plan, develop, deliver and review public transport services, active travel facilities in Ireland.

- We conduct formal and informal public consultations regularly to seek public feedback on public transport initiatives.
- We conduct customer surveys to evaluate the quality and performance of public transport services. We invite comments and feedback through our contact channels given on the TFI website.
- We analyse and work on incorporating the outcomes of the customer consultations into the development of our initiatives. We publish the results of the consultations.
- We analyse the feedback from customer surveys. We assess the viability of implementing the feedback and make improvements where practical.

Choice

We provide choice, where feasible, which includes payment methods, contact options, operational hours, and a variety of modes of public transport.

- We offer our customers a selection of ways to pay for services. We offer a range of contact options for customers (telephone, online contact form, virtual assistant, live chat and post). Our contact centre is operational from Monday to Sunday and public holidays. We provide access to information about our services online and at stops/stations where practical.

- We monitor and measure all our contact centre channels and service level agreements on different modes of transport. We also update the latest information on our services and timetables on our website. We publish information about disruptions on both our website and social media. We update our website and mobile applications regularly to provide accurate information on public transport.

Official Languages Equality

We provide quality services through both English and Irish. Customers may choose to deal with us in either the Irish or English language. We are committed to meeting our obligations under the Official Languages Act 2003 (as amended). We will also continue to implement the commitments in the NTA Language Scheme and we will implement any commitments that will be required by future Language Standards.

- Correspondence received in Irish will be answered in Irish. We provide customer service in both English and Irish on all our contact channels like telephone, virtual agent, live chat and online contact form.
- We have service level agreements to deliver quality customer service in Irish. We monitor the performance of our customer care team both in English and Irish.

Better Coordination

We work in a co-ordinated way to develop and deliver our services both within our organisation as well as with the organisations and government departments that are involved in public transport.

- We engage and communicate effectively with all transport operators and service providers to ensure we work in a co-ordinated way to meet customer's needs. We conduct regular meetings with transport operators to enhance public transport services and to make sure that our initiatives are properly coordinated.
- We engage with different government departments to ensure their policies are being appropriately implemented.
- We make sure that public transport initiatives are reviewed regularly. This helps ensure the initiative is properly monitored.

Internal Customers

We ensure staff, transport operators and service providers are recognised as internal customers. We ensure that they are well supported, respected, trained and consulted regarding public transport services.

- We keep our staff informed of relevant developments, through a range of internal communications. We provide training and development to all our staff. We also encourage and facilitate staff to attend events and seminars that are relevant to their role.
- We ensure staff feedback is considered when making changes and enhancements to the network and practices.

3.2 Other Commitments

3.2.1 Customers with specific needs

We endeavour to ensure all operators provide safe, accessible and friendly access to customers, regardless of their age or various disabilities. If you need to get in touch with our Accessibility Officer, please contact: accessibility@nationaltransport.ie

3.2.2 Website/social media/Publications

Transport for Ireland is committed to ensuring our website content is accessible, up-to-date and relevant. We are committed to acknowledge and reply to comments on our Twitter/X account @TFI_updates. We will ensure that our publications are informative, clear and accessible to all users.

3.2.3 Freedom of Information

Transport for Ireland complies fully with Freedom of Information (FOI) legislation. We make every effort to provide you with as much routine information as possible on our website and you can find further information in our [FOI Publication Scheme](#) on the NTA website. Should you wish to make a formal request under the Act, you can contact the Freedom of Information Unit at foi@nationaltransport.ie.

3.2.4 Statutory Obligations

Transport for Ireland is fully committed to adhere to the ‘**Code of Practice for the Governance of State Bodies**’

Transport for Ireland is fully committed to complying with its statutory obligations including, for example, Data Protection, Language, Equality, Freedom of Information and Safety, Health & Welfare at Work.

4. Complaints Procedure

4.1 What issues does the Complaints Procedures cover?

There are two categories of complaint that customers may want to make, and they are handled in two different ways:

- Complaints about public transport services; and
- Complaints about the NTA as an organisation.

This Complaints Procedures does not cover administrative or regulatory decisions taken by Transport for Ireland or NTA. For example, applicants who have been refused a licence may appeal such decisions by invoking other appeal mechanisms, which are outlined on the Transport for Ireland or NTA website.

4.2 Submitting a complaint about public transport services.

If you wish to submit a compliment, comment or make a complaint about the quality of customer service provided on public transport services, you can:

- Call 0818 294 015 (or +353 1 575 6110 if calling from outside Ireland)
- Fill out our online contact form at <https://www.transportforireland.ie/support/send-a-message/>
- Write to us at Transport for Ireland, PO Box 13739, Clonakilty, Co. Cork

If you are not satisfied with the response, you may request for the TFI customer care team to review your case.

If you remain unsatisfied with the outcome after the initial review by the TFI customer care team, you may appeal the case or request it to be reviewed by an NTA Manager. In these cases, we ask that you provide detailed information of the reason(s) you remain unsatisfied with the previous reply (replies) provided by the TFI customer care team or the transport operator.

If you remain unsatisfied with the outcome after review by an NTA Manager, you may want to contact the Office of the Ombudsman. The Ombudsman provides a free, impartial and independent dispute resolution service. They can be contacted by phone at (01) 639 5600 or by post to Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2. D02W773. They also have an online contact form at www.ombudsman.ie

4.3 Submitting a complaint about other functions within NTA's remit (not related to public transport operations)

If you wish to make a complaint about these, or about how the NTA operates as an organisation, or about your experience dealing with the NTA, you can do so by the following means:

- Call: 0818 294 015 (or +353 1575 6110 if calling from outside Ireland)
- Fill out our online contact form at <https://www.transportforireland.ie/support/send-a-message/>
- Write to us at NTA, Haymarket House, Smithfield, Dublin 7, D07 CF98

For complaints relating to SPSV services, you can email: taxis@nationaltransport.ie, or go to <https://www.transportforireland.ie/support/taxi-compliments-complaints/>

4.4 Abusive, persistent or vexatious complaints.

On rare occasions people pursue complaints in a way that is unreasonable which can impede investigating their complaint or disproportionately impact on the operational capacity of the NTA and the health and wellbeing of our staff.

- The description ‘unreasonably persistent’ and ‘vexatious’ may apply separately or jointly to a particular complainant. Examples include the way or frequency that complainants raise their complaint with staff, or how complainants respond when informed of our decision about the complaint.
- The description ‘abusive’ may apply to cases where a complainant is being aggressive and/or threatening in a way that is upsetting for the person who is dealing with their complaint. An example of this would be if a complainant uses abusive or threatening language towards our staff or agents.

If a member of staff feels that the complaint is abusive, persistent or vexatious in accordance with the descriptions above they will consult with their supervisor/manager. The supervisor or manager shall review the case and if appropriate shall endeavour to communicate to the complainant to explain why this behaviour is causing concern and ask them to change this behaviour.

If the complainant continues with the unreasonable behaviour the supervisor/manager will consult with the head of section or department about whether it is necessary to take further action and discontinue communication with the complainant. When the decision has been taken to apply this policy to a complainant, the supervisor or manager will endeavour to contact the complainant to explain why this decision has been taken, what action we will be taking and inform the complainant of their right to contact the Office of the Ombudsman about the fact that they have been deemed to be an abusive or persistent or vexatious complainant.

If the nature of the behaviour is deemed to be particularly abusive or concerning by the reviewing supervisor/manager, we may elect to immediately discontinue contact with the customer. When the behaviour is so extreme or it threatens the immediate safety and welfare of staff, we will consider other options, for example, reporting the matter to An Garda Síochána or taking legal action.

Please note that this policy is not exhaustive and does not cover all forms of behaviour that may be considered unreasonable. We reserve the right to take such decisions regarding abusive, persistent or vexatious complaints where appropriate.

5. How to Contact Us

Area / Services	Contact
Transport for Ireland	https://www.transportforireland.ie/support/ www.transportforireland.ie 01 5756110 0818 294015
National Transport Authority	Info@nationaltransport.ie https://www.transportforireland.ie/support/ 01 879 8300
Accessibility Officer	accessibility@nationaltransport.ie https://www.transportforireland.ie/accessibility/ https://www.nationaltransport.ie/further-information/accessibility/
Freedom of Information	foi@nationaltransport.ie https://www.nationaltransport.ie/further-information/freedom-of-information/
Inquiry Officer	inquiryofficer@nationaltransport.ie
Data Protection Officer	privacy@nationaltransport.ie
Oireachtas	oireachtas@nationaltransport.ie