



**Commission for Taxi Regulation
Customer Charter
2010-2011**

The Commission is committed to providing a professional and customer oriented licensing system and to delivering a high quality, accessible and user friendly service to all our customers in all our areas of responsibility.

We regularly receive queries from licence holders, consumers, representative bodies, public bodies, professional associations, private companies and the media. We are committed to delivering the highest standards of service to all our customers.

Our Commitment

- We will treat all our customers in a polite, fair and courteous manner.
- We will treat all our customers equally.
- In the event that we are unable to assist you we will make every effort to direct you to a relevant body that can assist.

Telephone Callers

We aim to:

- Answer at least 80% of calls within 20 seconds;
- Be courteous and identify ourselves;
- Provide callers with clear and accurate information – if we cannot provide an immediate answer, we will take details and call or write back within an agreed timeframe;
- Only divert callers to voicemail when the relevant staff member is engaged on another call, absent and there is no other suitable person available to deal with the call;
- Respond promptly to voicemail messages.

Written Correspondence

We aim to:

- Acknowledge all written correspondence (including non routine email and faxes) within 3-5 working days of receipt;
- Send an interim reply if a full response cannot be provided within an appropriate timeframe;
- Ensure that all correspondence from the Commission including emails, carry a contact name, telephone number, fax number and email address;
- Use plain English and only use technical terms when absolutely necessary;
- Ensure that any correspondence received in Irish is answered in Irish.



Complaints and appeals

Consumer complaints – SPSV services

The procedure for making a complaint in relation to the SPSV Industry by consumers is outlined on our website (www.taxiregulator.ie)

Industry Complaints

To make a complaint with regard to our services, we recommend that complainants first contact our frontline staff directly to see if they can deal with the matter. If complainants are unhappy with the response they can submit the complaint in writing to the Commission who will review the matter.

We will:

- Treat all complaints/appeals fairly and without bias;
- Promptly investigate the complaint/appeal and give a full response within 15 working days;
- Correct any mistakes, wherever possible, and give an explanation and apology;
- Inform all complainants of their rights of appeal;
- Provide a full response unless we cannot for legal reason or to preserve confidentiality.

If we cannot give a full response for legal reasons or to preserve confidentiality, please understand.

Freedom of Information Requests

The Commission complies with the Freedom of Information Act 1997, amended in 2003, and commits to responding to all FOI requests in the manner and timeframe laid out in that legislation.

The Freedom of Information (FOI) Acts, effective from 21st April 1998, establish three statutory rights:

1. A legal right for each person to access information held by public bodies;
2. A legal right for each person to have official information relating to him/herself amended where it is incomplete, incorrect or misleading;
3. A legal right to obtain reasons for decisions affecting oneself.

Full details on how to make an FOI request are available on our website (www.taxiregulator.ie)



General Information and Consultations

The Commission publishes a large number of information notes, newsletters, reports, consultation documents, consumer guides and decisions on our website (www.taxiregulator.ie)

We will:

- Ensure that our publications are clearly written, easy to understand and only use technical terms when absolutely necessary;
- Provide you with copies of our publications promptly;
- Ensure that all publications are available in alternative formats on request;
- Ensure that our website contains information relevant to our consumer base and is accessible to all our customers;
- Provide a general query email address (commission@taxiregulator.ie) for members of the public and our customers who have general information enquiries;

Our website address is: www.taxiregulator.ie

Contact us:

Telephone

We are available to take your calls between 9.00am and 6.00pm, Monday to Friday excluding public holidays and over the Christmas period.

Please use the following numbers:

- For consumer information or advice on how to make a complaint or commendation, ring our lo-call consumer information line at **1890 60 60 90**.
- For general industry information or advice, ring our lo-call industry information line at **1890 347 347**.

Post, Fax or Email

The Commission for Taxi Regulation
35 Fitzwilliam Square
Dublin 2
Fax: 01 659 3801
Email: commission@taxiregulator.ie