

## Our Commitment to You

The RSA Unit will treat all our customers fairly, with courtesy and strive to deliver a high quality service at all times. In that spirit we make the following commitments to you;

- No matter how you contact us, we will deal with your query/application promptly, efficiently and to the best of our ability. We will also be polite, friendly and fair in all our dealings with you. We will endeavour to answer all calls within 20 seconds
- We will respond in writing to you no later than three working days from receipt of an enquiry or within seven working days in the case of an enquiry which is particularly complex
- We will ensure that all our correspondence contains a contact name, telephone number, fax number and e-mail address
- We will provide as much information as possible to you in our application pack to assist you in completing your application
- We will give you advance notice of your test appointment for stages two and three to meet your requirements as far as is practicable
- Our ADI examiners will extend a friendly and professional welcome to you at our centres, and
- If you are not happy with the service you get we want you to know, any complaints will be dealt with promptly. We will investigate and address your complaint(s) and send a reply to you within 10 working days of the receipt of your complaint(s). Where it is not possible to meet this target, we will inform you and work to resolve the complaint as soon as is practicable and keep you informed of progress.

### Where you can get more information

- To contact us, you can write, telephone, fax, e-mail or call to our offices at ADI Unit, Road Safety Authority, Moy Valley Business Park, Primrose Hill, Ballina, Co. Mayo. Telephone number 096 25007, Fax number 096 25252, e-mail [adi@rsa.ie](mailto:adi@rsa.ie)

### Contacts in ADI Unit

#### Names

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## Working To Save Lives

ADI 10/11 NOVY INFO

## Ár dTiomantas Duitse

Caithfidh an tAonad RSA lenár gcustaiméirí uile go cothrom agus go cúirtéiseach, agus déanfaimid iarracht seirbhís ar ard-chaighdeán a sholáthar i gcónaí. Sa mheanma sin, déanfaimid na tiomantais seo a leanas duitse.

- Is cuma cén chaoi a ndéanann tú teagmháil linn, déileálfaimid le d'fhiosrúchán/d'iarratas go scafánta, go héifeachtach agus chomh maith is atáimid in ann. Chomh maith leis sin, beimid dea-mhúinte, cairdiúil agus cothrom inár ndéileálacha leat. Déanfaimid iarracht gach glooch a fhreagairt laistigh de 20 soicind
- Tabharfaimid freagra duit i scríbhinn ag tráth nach déanaí ná trí lá oibre ón uair a bhfaightear an fiosrúchán nó laistigh de seacht lá oibre i gcás fiosrúchán atá an-chasta
- Cinnteoidimid go mbeidh ainm teagmhála, uimhir teileafóin, uimhir faics agus seoladh ríomhphost ar ár gcomhfhreagras ar fad
- Cuirfimid an méid is mó faisnéise agus is féidir ar fáil duit sa bpacáiste iarratais chun cabhrú leat d'iarratas a chomhlánú
- Tabharfaimid fógra duit roimh ré maidir le do choinne tástála i gcóir céimeanna a dó agus a trí chun do riachtanais a chomhlíonadh chomh fada is atá sé praiticiúil
- Fearfaidh ár scrúdaitheoirí ADI fáilte chairdiúil agus phroifisiúnta romhat ag ár n-ionaid, agus
- Mura bhfuil tú sásta leis an tseirbhís atá faighte agat, bíodh fhios agat go ndéileálfar le haon ghearán go scafánta. Déanfaimid imscrúdu agus tabharfaimid aghaidh ar do gheará(i)n agus cuirfimid freagra amach agat laistigh de 10 lá oibre ón uair a mbeidh do gheará(i)n faighte. Sa chás nach féidir an sprioc seo a bhaint amach, cuirfimid ar aon eolas tú agus oibreoidimid chun an gearán a réiteach chomh luath agus is atá praiticiúil agus coinneoidimid ar an eolas tú maidir le dul chun cinn.

### Chun tuilleadh eolais a fháil

- Má tá uait dul i dteagmháil linn, is féidir leat scríobh nó glooch orainn, faics nó ríomhphost a sheoladh isteach againn nó teacht isteach ag ár n-oifigí ag an Aonad ADI, Údaráis um Shábháilteacht ar Bhóithre, Páirc Ghnó Moy Valley, Primrose Hill, Béal an Átha, Co. Mhaigh Eo. Uimhir teileafóin 096 25007, uimhir faics 096 25252, ríomhphost [adi@rsa.ie](mailto:adi@rsa.ie)

### Daoine teagmhála san Aonad ADI

#### Ainmneacha

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#### Seoladh ríomhphoist

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