

RSA



CUSTOMER CHARTER

Údarás Um Shábháilteacht Ar Bhóithre
Road Safety Authority



Our Mission:

The aim of the Road Safety Authority is to save lives and prevent injuries by reducing the number and severity of collisions on the road.

This is reflected in our maxim,
Working to Save Lives.



Our Commitment on Service to you, our Customer...

We will give our customers the best quality and most friendly service possible. A number of goals underpin our customer services.

FRIENDLY AND POLITE SERVICE

We will:

- deal with you in a friendly manner without delay;
- treat everyone fairly and with respect;
- give you the best possible service and offer helpful advice;
- respect your privacy.

OPENNESS AND HONESTY

We will:

- be honest and open in dealing with you;
- discuss any aspect of your dealings with us;
- explain the reasons for our decisions.

ACCESS AND COMMUNICATION

We will:

- make sure that people with disabilities and special needs can access all our offices and that our offices meet all health and safety standards;
- deal with your telephone call as quickly as possible;
- pass your query on to the relevant area;
- reply to you within 10 working days and explain clearly the information you have requested;
- use simple and clear language in all application forms and information leaflets.

OUR WEBSITE

We will:

- ensure all information is accurate and up to date;
- provide information and online facilities tailored to our different customer groups;
- ensure our website complies with disability access requirements;
- ensure our website is clear, easy to use and contains useful information;
- avail of new technology to continuously improve on our services.

KEEPING YOU INFORMED

We will let our customers know beforehand about any future changes through press and public information notices. This includes information about:

- changes in procedures that may affect you;
- increases in fees;
- press announcements about new developments.

SEIRBHÍSI AS GAELIGE

Tá sé mar aidhm againn a chinntiú;

- gur féidir le custaiméirí a gcuid gnó a dhéanamh as Gaeilge más mian leo;
- go bhfuil doiciméid ar fáil as Gaeilge agus as Béarla.

SERVICE THROUGH IRISH

- If you write to us in Irish, we will answer in Irish,
- in accordance with our obligations under the Official Languages Act 2003 we will publish our most important corporate documents, such as our Annual Report in both Irish and English
- we will put as much Irish language material as possible on our website, www.rsa.ie.

HELP US TO HELP YOU

You can help us to improve our services by:

- giving reference numbers, if known, when writing to or telephoning us about a current application or query;
- giving us a daytime telephone number or email address in your letters or emails, if available;
- treating all our staff politely;
- we welcome all customer comments and suggestions to help us improve our services;
- letting us know when we do something well.

If you have a view or a suggestion on how we could improve our service please let us know in writing to the:

Customer Service Unit,
Road Safety Authority,
Moy Valley Business Park,
Primrose Hill,
Ballina, Co. Mayo

Or by visiting our website and completing our customer feedback form.

MONITORING, EVALUATION AND REPORTING

We have put a programme in place to ensure appropriate monitoring, evaluating and reporting on the achievement of our commitments. We will evaluate the level of achievement of all commitments to ensure accountability and to facilitate learning and continuous improvement. The results will be used to identify more challenging customer service commitments.

YOUR RESPONSIBILITY

You are obliged to treat staff in a respectful manner and are expected to respect the right of the individual to dignity in their working life. Any form of harassment or threat will not be accepted or tolerated by us and where appropriate we will refer the matter to An Garda Síochána. It is our policy to prosecute in instances where staff are being harassed and/or threatened.

WHAT TO DO IF YOU ARE NOT HAPPY

We aim to deliver the best possible service to all customers. But if you are unhappy with our service, tell us - you have the right to complain.

If you decide to complain, we promise to:

- Treat your complaint fairly, in confidence and without bias;
- Promptly investigate your complaint and give a full reply within 10 working days, or if we cannot do this, write to explain why and tell you when you can expect a full reply, and
- Correct any mistakes, and give you an explanation and an apology.

TYPES OF COMPLAINTS

We would like to hear from you if any of our services or actions:

- are not in line with our rules or policies;
- do not meet the general principles of fairness and good administration;
- have a negative effect on you;
- fail to respond to your query or request.

HOW TO MAKE A COMPLAINT

If you wish to make a complaint in relation to any of the Services we provide, you may do so through the following mediums:

Letter: **Customer Service Unit,**
Road Safety Authority,
Moy Valley Business Park,
Primrose Hill,
Ballina, Co. Mayo

Email: complaints@rsa.ie

Fax: 096 25024

LoCall: 1890 50 60 80 or 096 25000

Website www.rsa.ie

Note:

If your complaint refers to a Driving Test Application please quote your Reference Number/Driver Number where possible

INFORMAL APPROACH

Sometimes it is best to speak or write to the person you have been dealing with and explain your problem or query. Most issues can be solved this way.

FORMAL APPROACH

Formal complaints should be made in writing or by email.

Complaints will be investigated and a written response will issue to the customer within a timeframe of ten working days from receipt of complaint.

While we are looking into your complaint, we will let you know about the status of your complaint and about any outcomes. We aim to address and solve 90% of all complaints within 10 working days.

THIRD PARTY COMPLAINTS

Where a complaint is received from a third party the person that the complaint relates to will be asked to provide further details in a signed written statement

IF YOU ARE STILL NOT SATISFIED

It is important that every attempt is made to resolve the complaint in the office where the complaint originated.

If however you feel the need to pursue your complaint further you may contact the Customer Service Manager quoting your reference. The Customer Service Manager can be contacted through customerservicemanager@rsa.ie or by post at:

Road Safety Authority,
Moy Valley Business Park,
Primrose Hill,
Ballina,
Co. Mayo

Your complaint will be acknowledged within 5 working days and will be fully and impartially investigated. A full reply will issue within 21 working days.

If you do not receive a response within 21 working days or you are not satisfied with the response given, you may contact the Office of the Ombudsman. The details are as follows:

Office of the Ombudsman

18 Lower Leeson Street
Dublin 2

Tel: 01 639 5600
Lo-Call: 1890 223 030

Email: ombudsman@ombudsman.gov.ie

Excluded from this complaints process are complaints on issues where a formal appeal/complaint procedure already exists as set out in later in this Charter.

NCT COMPLAINT

If you have a complaint in relation to your NCT Test you should contact the

Customer Service Department,
NCTS, Lakedrive 3026,
Citywest Business Campus,
Dublin 24,

within 14 days of the test. Complaint forms are available at test centres. NCTS will respond within 2 weeks

DRIVER THEORY TEST COMPLAINT

If you have a complaint please make this known at your Test Centre, or call the Customer Care line on **1890 606 406**, or e-mail theorytesthelp@prometric.com

Alternatively you can write to the Customer Service Manager at:

Driver Theory Test Service,
P.O. Box 788 Togher, Cork, Ireland.

A reply will be issued within five working days of receipt, or alternatively an acknowledgement will issue within five working days of receipt and a full reply within ten working days of receipt.

If you are still unhappy in relation to you Driver Theory Test or NCT Complaint you may write to us at the Customer Service Unit:

Customer Service Unit,
Road Safety Authority,
Moy Valley Business Park,
Primrose Hill, Ballina, Co. Mayo.

WITHDRAWAL OF COMPLAINT

A person may withdraw his/her complaint at any stage by giving notice in writing to the

Customer Service Unit,
Road Safety Authority,
Moy Valley Business Park,
Primrose Hill, Ballina, Co. Mayo.



Appealing a Decision

DRIVER THEORY TEST

If you think that a wrong decision has been made regarding your driver theory test, speak to the Driver Theory Test administrator before leaving the Test Centre or you can appeal against the decision, using appeal forms available at each of the Driver Theory Test Centres and request that Prometric (the theory test provider) re-mark the test.

You must:

- Appeal within ten working days.
- Enclose a further fee.

When they get your appeal, they will re-mark your test and give you the result within five working days.

Staff from the head office will conduct the re-marking of your test. If it is found that the original marking was wrong they will:

- Refund the fee enclosed with your appeal.
- Issue you with a theory test certificate.

DRIVING TEST

Article 33 of the Road Traffic Act, 1961 provides for an appeal to the District Court. The Court may affirm the decision of the tester or direct that a further test be offered to you free of charge.

In order to begin appeal proceedings, you must lodge your appeal with your local District Court Office. You must supply them with a written outline of the reasons why you feel the result of the driving test was unfair.

NCT RESULT APPEAL

If you believe your vehicle should not have failed its NCT test, you should speak to the manager of the test centre before you leave. The manager may agree with you. If not, you may appeal the decision in writing to the Customer Service Department, NCTS, Lakedrive 3026, Citywest Business Campus, Dublin 24, within 14 days of the test. Complaint forms are available at test centres. NCTS will respond with 2 weeks.

If you are still dissatisfied you may lodge a formal appeal with the

Independent Appeals Board (IAB),
56 Drury Street,
Dublin 2.

You will be required to pay an appeal fee equivalent to a Full Test fee. If your appeal is upheld the fee will be refunded and a test certificate will be issued.

COMMERCIAL VEHICLE TEST RESULT APPEAL

If you believe your commercial vehicle has received an incorrect test result, you should speak to the competent person (manager) of the test centre before you leave. The competent person may agree with you. If not, you can appeal the decision to the Authorised Officer for Vehicle Testing in the Local Authority where the test centre is licensed. A list of the Vehicle Testing Centre's along with the relevant Local Authorities is available on the RSA's website www.rsa.ie

You should appeal the decision as soon as possible after the test.

Ideally you should:

- not use your vehicle or get your vehicle repaired until the Authorised Officer has had the opportunity to inspect the vehicle (note: it is an offence to drive a vehicle on a public road without a certificate of roadworthiness).
- put your appeal in writing to the Authorised Officer for Vehicle Testing outlining why you believe your vehicle received an incorrect test result

ADI REGISTRATION

If we refuse registration or remove your name from the ADI register, you can appeal this decision in writing within 28 days of getting the refusal letter. You should send your appeal to:

The Registrar,
ADI Unit,
Road Safety Authority,
Moy Valley Business Park,
Primrose Hill,
Ballina,
Co. Mayo.

CPC

If you feel that training standards have not been maintained or your expectations have not been met please contact the RSA CPC Unit. Both verbal and written complaints are accepted by the RSA. All complainants are made aware if the RSA is to carry out an investigation the complaint will be forwarded to the Driver CPC Training Organisation. If either the Driver or the Training Organisation are not satisfied with the outcome of the investigation an appeal can be submitted to:

Driver CPC Appeals Board,
Road Safety Authority,
Moy Valley Business Park,
Primrose Hill,
Ballina,
Co. Mayo.

Section 14(5) of the SI No 359 of 2008 makes provision for the RSA to approve a training organisation and Section 14(9) gives the RSA the power to revoke or suspend such an approval.

Working to Save Lives

Údarás Um Shábháilteacht Ar Bhóithre Road Safety Authority

Páirc Ghnó Ghleann na Muaidhe, Cnoc an tSabhaircín, Bóthar Bhaile Étha Cliath,
Béal an Átha, Co. Mhaigh Eo.
Moy Valley Business Park, Primrose Hill, Dublin Road, Ballina, Co. Mayo.

local: 1890 50 60 80 tel: (096) 25 000 fax: (096) 25 252
email: info@rsa.ie website: www.rsa.ie