

# Customer Service Charter



An tÚdarás Sláinte agus Sábháilteachta  
Health and Safety Authority

**The Health and Safety Authority (HSA) strives to provide high levels of customer service and is committed to being a high performing organisation providing value for our many stakeholders. This Customer Service Charter outlines our customer service commitments and provides details of what you can expect in your dealings with us. If, for any reason, you are not satisfied with the service you receive, details are outlined on how you can make a complaint.**

## Who we are and what we do

The Authority has a very broad mandate across the areas of workplace health and safety, chemicals, market surveillance and accreditation as set out in over 200 Acts, regulations and international conventions. The Authority is also a competent and/or designated national authority under several chemical and market surveillance regulations. The Authority's broad mandate can be summarised as follows:

- To regulate the safety, health and welfare of people at work and those affected by work activities.
- To promote improvement in the safety, health and welfare of people at work and those affected by work activities.
- To regulate and promote the safe manufacture, use, placing on the market, trade, supply, storage and transport of chemicals.
- To act as a surveillance authority in relation to relevant single European market legislation.
- To act as the national accreditation body for Ireland.

## What our customers can expect

Regardless of the method of contact, we aim to ensure that all customers receive a professional, prompt and courteous response. We will always take account of our customers' needs in fulfilling our remit, and legal or technical language will be used only where necessary. Customers can contact us via a range of channels as outlined below.

## Telephone

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Our LoCall helpdesk number is 0818 289 389.

- Phones will be staffed between 9am and 3:00pm Monday to Friday, excluding public holidays.
- Occasionally these hours will be altered for training purposes or during times of low/high demand.
- You will be treated with courtesy and respect in all telephone contact.
- The staff member who answers your call will provide their name and, where necessary, a reference number to use for further contact.
- If your query cannot be dealt with by the staff member directly, it will be assigned to the appropriate HSA representative for further intervention.
- If your query or complaint is outside our remit, we will try to direct you to the most appropriate organisation to assist.
- Outside of our standard operating hours, the Authority will operate, through An Garda Síochána, an emergency service for the reporting of very serious incidents and workplace fatalities.

## Writing

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The most efficient way to contact us is by email at [contactus@hsa.ie](mailto:contactus@hsa.ie). Customers may also write to us at our head office at the below address.



HSA Head Office  
The Metropolitan Building  
James Joyce Street  
Dublin 1 D01 K0Y8

- Emails and post will be checked daily during normal office hours Monday to Friday, excluding public holidays.
- You will be treated with courtesy and respect in all written correspondence.
- A contact name will be provided in all written responses.
- All emails to [contactus@hsa.ie](mailto:contactus@hsa.ie) will be acknowledged by an automatic response.

## Face-to-Face

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We do not operate a public walk-in office but occasionally have face-to-face dealings with customers either at our head office or regional offices.

- Arrangements to meet with HSA staff should be made through [contactus@hsa.ie](mailto:contactus@hsa.ie) or by phoning 0818 289 389.
- You will be treated with courtesy and respect in all face-to-face interactions and welcomed professionally at all Authority offices.
- If you call to one of our offices without prearrangement, we will make every effort to help you in any way we can, but our capacity to do this may be limited.
- The appropriate privacy will be provided for all prearranged meetings.

## Inspections

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Our Inspectors undertake thousands of workplace inspections each year across a wide range of industry sectors.

- Our Inspectors will act with professionalism and courtesy at all times.
- Helpful information and guidance on effective workplace health and safety management will be provided by our Inspectors.
- Inspectors have a right of access to workplaces and will show their identification card or warrant, and leave a business card where requested.
- Inspectors will request to meet with a senior manager and, if one is available, the workplace Safety Representative and/or other worker representatives as appropriate.
- Inspectors will enforce the relevant legislation in a targeted, fair, consistent and accountable manner and in proportion to the risks involved.

## Equality and diversity

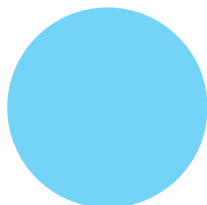
We will fulfill our obligations under equality and diversity legislation, and will help you access our services if you have a disability. Our website has been designed to ensure high levels of accessibility. A key feature has been the integration of the BrowseAloud tool which provides text-to-speech functionality. Other accessibility features include text magnification, dual-colour highlighting and screen masking. Our Access Officer can be contacted by email at [accessofficer@hsa.ie](mailto:accessofficer@hsa.ie) if you need any assistance.

## Seirbhís trí Ghaeilge

Comhlíonfaimid ár gceanglais faoi Acht na dTeangacha Oifigiúla. Tabharfar freagra i nGaeilge ar aon chomhfhreagras a gheofar i nGaeilge. Foilseofar cáipéisí straitéiseacha tábhachtacha ar nós Ráitis Straitéise agus Tuarascálacha Bliantúla, agus treoir ábhartha eile, i nGaeilge freisin.

## Service through Irish

We will fulfill our obligations under the Official Languages Act. Any correspondence received in Irish will be responded to in Irish. Key strategic documents such as Strategy Statements and Annual Reports, and other relevant guidance, will also be published in Irish.



## Help us to help you

We welcome your opinion and appreciate the time taken to bring any suggestions to our attention. If you have any comments or suggestions on how we can improve our service please contact the Head of Communications & Customer Relations at the details outlined below.

Help us to help you by engaging with our staff in a respectful manner. We will not accept abusive, threatening or offensive behaviour for any reason and will take the appropriate steps to protect our staff if this occurs.

## Complaints about the HSA

We strive to provide high levels of customer service and are committed to being a high performing organisation providing value providing value for our many stakeholders. If, for any reason, you are not satisfied with the service you receive, you have the option to make a complaint. If we make a mistake, we will say sorry and put things right if we can. Anonymous customer service complaints cannot be accepted regardless of the circumstances.

### Informal Complaints

An informal complaint about any aspect of our service can be made to any member of staff. Alternatively please phone our helpdesk on 0818 289 389 or email [contactus@hsa.ie](mailto:contactus@hsa.ie). Informal complaints tend to be less serious in nature and are not formally investigated by us. The person to whom you make the informal complaint will do everything they can to resolve the issue. Any concerns raised will be fully considered by the appropriate manager.

### Formal Complaints

Formal complaints tend to be of a more serious nature and may require an Investigating Manager to be appointed. In order for a complaint to be considered on a formal basis, details of the complaint must be provided in writing to:

#### By Post:

Head of Communications & Customer Relations  
Health and Safety Authority  
The Metropolitan Building  
James Joyce Street  
Dublin 1 D01 K0Y8



#### By Email:

[contactus@hsa.ie](mailto:contactus@hsa.ie)

Formal complaints will be acknowledged in writing within five working days of receipt and our aim is to conclude the entire process as quickly as possible.

INFORMAL	FORMAL
Generally verbal	Must be in writing
Dealt with at point of contact	Dealt with by a manager
Immediate process	Medium/Longer term process
Less serious in nature	More serious in nature
No follow-up with complainant	Proactive follow-up with complainant

## Protected Disclosures

Where an employee believes they have information that shows wrongdoings by their employer in relation to matters associated with legislation enforced by us, and such information came to their attention in connection with their employment, they may make a Protected Disclosure. A Protected Disclosure can be made to any staff member.

## Office of the Ombudsman

The Ombudsman examines complaints from members of the public who feel they have been unfairly treated by a public service provider. If you feel you have been unfairly treated in your dealings with a representative of the HSA, please visit [www.ombudsman.ie](http://www.ombudsman.ie) for further information or telephone (01) 6395600.