



**SHANNON
DEVELOPMENT**

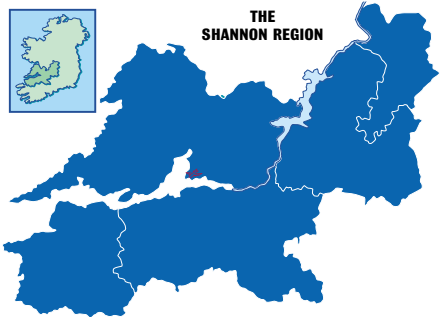
Customer Service Charter

**customer
charter**



SHANNON DEVELOPMENT CUSTOMER SERVICE CHARTER

Shannon Development is Ireland's only dedicated regional development company. The Company's brief is to generate regional development, industry and tourism in the Shannon Region. This spans counties Clare, Limerick, North Tipperary, South Offaly and North Kerry.



The mission of Shannon Development is Pioneering Regional Development for the Knowledge Age, and over the past forty years the Company has worked, singularly and with many different "partners" from the statutory, community and private sectors, to develop the region to its full potential. Shannon Development's primary focus is to identify the critical needs or obstacles to development in the region, and to lead and encourage the identification and development of solutions. The Company strongly communicates its position, and plays a key leadership role, in relation to important regional development issues such as airport access, transport infrastructure, and broadband connectivity.

Our key activities include:

- Developing and strengthening the indigenous industry sector in the Shannon Region, and building up a knowledge age business culture through targeted supports for enterprise;
- Continuing to develop and manage the Shannon Free Zone as a world class location for indigenous and international investment in manufacturing and internationally traded services;
- Developing and managing the Company's property portfolio in a commercially focused manner, as an economic development tool which helps achieve balanced regional development throughout the Shannon Region.
- Developing the Shannon Development Knowledge Network - a network of leading edge technology business locations with direct linkages to third level educational institutions. The network includes the National Technology Park in Limerick, Kerry Technology Park in Tralee, Tipperary Technology Park in Thurles, BIRR Technology Centre in Offaly, and Information Age Park Ennis in Clare;
- Developing new tourism marketing programmes, new tourism products and visitor information services in the Shannon Region, in conjunction with the Industry, to proactively respond to many challenges facing Irish Tourism;
- Leading and encouraging regional development at urban and rural levels to ensure economic inclusion and balanced spatial development;
- Developing commercial tourism businesses, e.g. castle banquets and day-visitor attractions, through a wholly owned subsidiary company – Shannon Castle Banquets & Heritage.

OUR SERVICE COMMITMENTS

Shannon Development is committed to using the principles of Quality Customer Service for the Public Sector and Business Excellence to continuously review and improve its service delivery.

Timeliness and Courtesy

Our key pervasive theme is to provide a consistent, value-added and timely response to clients needs. We are committed to providing our services in a polite and courteous manner.

To ensure that clients obtain the highest standard of service:

- Staff are required to update their voicemail greetings on a daily basis;
- Staff are required to respond to voicemail messages as soon as possible but no later than within 2 working days of returning to the office;
- All front-line staff are given specific training in the management of customer queries;
- Correspondence requiring response will be acknowledged within five working days of receiving it;
- All correspondence will carry a contact name and telephone number.

Information

All information provided by Shannon Development to customers will be in a clear, simple and accurate format.

Promote an ethos of Equality and Diversity & Official Language Equality

All customers have the right to the same standard of quality customer services. This is ensured through our compliance with The Equal Status Act 2000. We will strive to meet these expectations through the Irish Language.

Physical Access

We will strive to provide safe, clean and accessible public offices which facilitate those with disabilities and specific needs.

Consultation and Evaluation

Shannon Development strives to consult regularly with customers and partners in order to focus on key requirements of our customers.

Choice

In our response to stakeholders' requirements we will endeavour to provide a variety of choice in our service delivery.

Internal Customer

We value the expertise of all our employees and continuously strive to ensure that they have the opportunity to grow and develop to their full potential in order to deliver our services professionally and effectively.

Better Co-ordination

We are proactive in our partnership approach to ensuring a co-ordinated and integrated approach to service delivery.

Complaints and Appeals

We are committed to dealing with all complaints in an open, courteous and transparent manner as outlined in our Complaints and Appeals Procedure which is outlined below.

SHANNON DEVELOPMENTS FORMAL COMPLAINTS AND APPEALS PROCEDURE

It is Shannon Development's objective to provide a high quality of service in a professional, efficient and effective manner. If you feel that you haven't received the best possible standard possible we would like you to tell us so we can continually improve our service.

If it is not possible to resolve a complaint directly with our member of staff, and you wish to make a formal complaint we request that you use the procedure outlined below, to ensure that the complaint is dealt with effectively and efficiently.

Please note that there is a difference between making a formal complaint and reporting a fault or maintenance issue. For example reporting a maintenance request or fault is not classified as a complaint. It only becomes a complaint if whatever corrective action promised does not materialise.

Formal Complaint Procedure

Please complete a Customer Complaint Form, which is available from all our offices and on our website www.shannondev.ie. Alternatively if you want a Customer Complaint Form posted to you please contact Head Office on 061 361555 and ask to be put through to our Complaints Section. All complaints received must be in writing or e-mail and must include the complainants name and address. All written complaints must include a signature.

Formal Complaint Stage

When your complaint form / message is received:



- Your complaint will be directed to the Department Manager responsible for the area concerned;
- We will acknowledge your complaint within 5 working days of receiving it;
- We will tell you the name and position of the Department Manager who is dealing with your complaint;
- You will receive a full response within 20 working days, where the complaint relates solely to the actions of Shannon Development. If this is not possible a revised response time and progress report will be issued.

Appeal Stage

If you are not satisfied with the response received in the first complaint stage you are entitled to appeal by completing the form enclosed with the first response, which is also available on our website www.shannon-dev.ie



Shannon Development's Internal Review Committee, which is comprised of three Group Directors, considers appeals on responses to Complaints. Shannon Development's policy is that when an appeal is received which concerns subject matter that is the responsibility of one of the three members, then that Committee member does not take part in the Internal Review, in the interests of transparency and objectivity.

Once the appeal form has been received:

- We will acknowledge your appeal within 5 working days of receiving it;
- The Committee will investigate your complaint and complete a report on their findings;
- You will receive a full written response within 20 working days of us receiving your letter, or we will tell you about any delay and give you a new date for when you should receive a response;

If you remain dissatisfied you have the further right to bring the matter to the Ombudsman:

18 Lr. Leeson St.,
Dublin 2

Tel: +353-1-678-5222

LoCall: 1-890-223030 (from outside 01 area)

Fax: +353-1-661-0570

E-mail: ombudsman@ombudsman.irlgov.ie