



OPW Oifig na
nOibreacha Poiblí
Office of Public Works

Customer Action Plan & Charter 2023-2025

Version 1.0

Document	Customer Action Plan & Charter
Owner	Policy Unit
Approved by	Pat Fitzsimons
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Version	1.0

1. Purpose

Our Mission:

To manage the State property portfolio, Ireland's flood risk, and our national heritage – all in a sustainable manner.

Our Purpose:

To provide the Government and the public with versatile, innovative and specialist services.

Our Vision:

Our built and natural environments in harmony.

1.1. CUSTOMERS

As we are first and foremost a service organisation, the majority of the OPW's staff are employed in operational and front line areas responding to customer needs. Our customers are the Government, other Departments, Offices and Agencies, and the general public. In all our interactions, our ethos is to provide a client-focused, timely and value for money service in a sustainable manner.

1.2. SERVICES

Our core functions relate to Estate Portfolio Management, Built Heritage Services and Flood Risk Management. These operational areas are supported by Corporate Services functions such as Human Resources, Financial Management, Information & Communications Technology and the other services necessary to maintain the day-to-day operations of the Office.

ESTATE PORTFOLIO MANAGEMENT

The services in Property and Heritage are currently delivered under the unified heading of Estate Portfolio Management (EPM). The OPW holds and manages a large and diverse portfolio of property including: 541 offices; 675 Garda premises; specialist properties such as warehouses; and over 780 National Monuments and Heritage sites.

Property

In managing this portfolio, the OPW provides a centralised service in the areas of property management and property maintenance including: architectural; engineering; valuation; quantity surveying; project management; and facilities management services to central Government Departments and Agencies. We also provide a reactive and planned property maintenance service for the State-owned and leased property portfolio occupied by Government Departments and State

Agencies, and specialist professional and technical advice on construction projects. These projects include the design and construction of new buildings; refurbishment of existing buildings; alterations; improvements and repairs; fit-outs of new or existing buildings; restoration and conservation of historic properties; and landscaping and external works. The Office also provides Health & Safety, Fire & Security and Energy Efficiency advisory functions.

Built Heritage Services

The OPW is a lead agency in the areas of conservation, preservation and presentation of cultural and heritage properties and is responsible for the day-to-day operation of all National Monuments and Historic Properties in State care. The OPW's responsibility for the built heritage in State care (i.e. in State ownership or guardianship) involves:

- ❖ Managing, maintaining and preserving over 780 national monuments;
- ❖ Managing a range of national historic properties such as the Phoenix Park, the National Botanic Gardens, Castletown House & Demesne, Kilkenny Castle & Demesne and over 30 other such properties.
- ❖ Providing interpretative facilities and a guide service at more than 70 sites.

FLOOD RISK MANAGEMENT

The OPW is the lead agency for flood risk management in Ireland and is responsible for developing, implementing and coordinating comprehensive policies and strategies for flood risk management. The OPW is also the national authority for the implementation of the EU 'Floods' Directive. The Directive requires the assessment of water courses and coastlines that are at risk from flooding, mapping the flood risk in these areas; and the implementation of adequate measures to reduce that risk.

Primary functions:

- ❖ To develop and deliver on flood risk management work programmes and measures;
- ❖ To deliver an effective programme of maintenance works for river courses drained under the provisions of the Arterial Drainage Acts; and
- ❖ To advise the Government on flood risk management and flood risk management policy.

Through a combination of experience and expertise, our approach to Flood Risk Management aims to provide a comprehensive service for customers in the design, construction and maintenance of flood relief and drainage works, and river and coastal engineering generally.

Based on our extensive experience and expertise, supported by available data, we provide advice on flood related matters to Government Departments, Local Authorities and others, as necessary.

1.3. CONTACTING THE OPW

Our headquarters building is located in Trim, Co. Meath. We also have regional offices, depots and sites in Dublin and throughout the country. All contact details for the OPW can be found in [Appendix 1](#).

2. Development of the Customer Action Plan & Charter

The OPW is committed to providing a professional, efficient and courteous service to all our customers, in accordance with the guiding principles of Quality Customer Service which have been adopted across

the public service and endorsed by Government. This new three-year Customer Action Plan & Charter was developed taking account of:

- ❖ Guidelines issued by the Department of Public Expenditure, National Development Plan Delivery and Reform.
- ❖ The 12 Principles of Quality Customer Service.
- ❖ The OPW Statement of Strategy 2023-2026.
- ❖ Results of the 2019 OPW External Customer Survey.
- ❖ The Customer Charter and Action Plans of other Government Departments and Offices.

2.1 OPW CUSTOMER SURVEY

A review and evaluation of the previous Customer Action Plan & Charter was necessary for preparing the new Plan. To inform this, an external Customer Survey was carried out in 2019. The outcome of the survey was positive with 81.8% of business customers satisfied with the overall customer service provided and 98.7% of visitors to our Heritage sites satisfied with service delivery. A short summary of overall satisfaction rates with our customer service can be viewed at [Appendix 2](#).

The results of the survey, and in particular our customers' comments on the service they received, have been taken into account while preparing this Action Plan. In the main, the feedback from the external Customer Survey was positive, with the majority of our customers satisfied with the service provided by our Business areas and visitors to our heritage sites very satisfied with the service and facilities provided; however, suggestions were received on a number of areas that have been incorporated into this Plan.

Among the areas highlighted for improvement was the promotion of our Customer Charter, which outlines the standards of service our customers can expect when dealing with this Office. Many customers, who participated in the survey, were unaware of the Customer Charter and its contents, despite a requirement to display the Charter in the reception area of our offices, depots and heritage sites around the country. Through regular reminders to staff by direct contact and via messaging on our digital workplace Swift, we will ensure that the Charter is displayed more prominently in all our locations.

Overall, customers were satisfied with the service provided on the telephone, in writing and face to face. However the satisfaction rates in both telephone and in writing has decreased since the previous External Customer Survey was completed in 2013 (see Appendix 2). There will be greater emphasis on the requirements to meet the obligations outlined in our Customer Charter in relation to these areas throughout the lifetime of this Action Plan.

3. Implementing the 12 Principles of Quality Customer Service

This part of our Action Plan sets out how we will use the **12 Principles of Quality Customer Service** to ensure the provision of an excellent customer service over the next 3 years. We are committed to providing our customers with this level of service and will review our operations periodically to ensure that we are adhering to the guiding Principles.

PRINCIPLE 1 - QUALITY SERVICE STANDARDS

Publish a statement that outlines the nature and quality of service which customers can expect, and display it prominently at the location of service delivery, including online services.

A key element of the Delivery of a Quality Customer Service relates to the way in which our staff interact with our customers on a daily basis. We have developed standards that we adhere to when dealing with our customers on the telephone, in writing and in person. It is important that our customers are aware of these standards and know what they can expect when dealing with this Office. These standards are outlined in detail in [Appendix 3](#). We have also included them in our Customer Charter.

We will:

- ❖ Publish the new Customer Action Plan & Charter (CAP) 2023-2025 in both English and Irish. This will inform our customers and stakeholders of the standards of customer service that they can expect over the lifetime of the plan;
- ❖ Display the bilingual Customer Charter prominently in the reception area of all our public offices and heritage sites. The Charter is a short statement describing the levels of service our customers can expect when dealing with this Office, and complements the Action Plan, which has a more detailed content. Our Customer Charter can be viewed at [Appendix 4](#);
- ❖ Make the Customer Action Plan and Charter available in electronic or written format, on request. Both documents will also be published on our website www.opw.ie.

PRINCIPLE 2 - EQUALITY AND DIVERSITY

Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community). Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.

We are committed to providing services to all our customers on an equal status basis. This means that we will accommodate the needs of specific customers or groups of customers with a view to achieving equity of treatment.

We will:

- ❖ Conduct our business in a fair and open manner consistent with the principles of human rights, equality legislation and accountability;
- ❖ Ensure that no-one is discriminated against by virtue of their membership of any of the groups covered by the nine categories;
- ❖ Make appropriate provision for diversity of needs and circumstances. Our policies and services will be designed to ensure that the rights established by equality legislation and the Disability Act are fully respected;

- ❖ Work towards fully implementing the “Code of Practice” for the employment of people with a disability in the Irish Civil Service;
- ❖ Ensure that our staff with special needs are fully catered for;
- ❖ Promote staff awareness of equality and diversity issues through training;
- ❖ Monitor on an on-going basis the effectiveness of our services in dealing with equality, diversity and disability issues.

PRINCIPLE 3 - PHYSICAL ACCESS

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

Through its involvement in the Universal Access Programme, the OPW ensures that the principle of equality of access for all customers of the Civil Service is given practical effect. We do this through managing projects to provide such access at all Government Offices.

We will:

- ❖ Continue to work towards the implementation of section 25 of the Disability Act 2005, and in partnership with the building occupier, whereby all areas of our public offices that need to be accessed by the public meet the requirements of Part M of the Building Regulations.
- ❖ Ensure that any new buildings or premises will be designed and built to meet best practice in Universal design. We will, on a progressive basis, deal with older buildings and premises to ensure that they are also rendered accessible;
- ❖ Provide for improved access to protected structures and Heritage sites where possible, without compromising the integrity of the structure or site;
- ❖ Regularly review our public offices to ensure that they comply with occupational and safety standards;
- ❖ Regularly review Safety Statements for each of our sites and buildings.

PRINCIPLE 4 - INFORMATION

Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publication. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures. Respect the fundamental rights and freedoms of Data Subjects, including their right to the protection of their personal data. We recognise the importance of meeting the expectations of our customers for information that is timely, accurate and relevant to their needs.

We will:

Freedom of Information

- ❖ Endeavour to ensure that customers have access to information on our services without having to rely on the Freedom of Information Act 2014;
- ❖ Make every effort to deal with simple requests outside the scope of the Act;
- ❖ Treat all requests impartially and equally, within the spirit and letter of the Act;
- ❖ Ensure that any requests received and formally dealt with under the Act are processed by us within the deadlines;

- ❖ Try to ensure that all customers with whom we deal, have a clear understanding of their rights and obligations in regard to Freedom of Information in all their dealings with us.

Data Protection

- ❖ Meet all our obligations under the Data Protection Acts 1988 to 2018 and the General Data Protection Regulation (GDPR);
- ❖ Treat all requests impartially and equally, within the spirit and letter of the Acts and the GDPR;
- ❖ Ensure that any requests received and formally dealt with under the Acts or the GDPR are processed by us within the deadlines;
- ❖ Try to ensure that all customers with whom we deal, have a clear understanding of their rights and obligations in respect of the protection of their personal data in all their dealings with us.

Website Information

- ❖ Ensure that the OPW websites conform to best standards for design, accessibility, ease of use and practicality;
- ❖ Ensure that the information presented is relevant, accurate and up to date;
- ❖ Provide, where appropriate and feasible, links from our websites to other relevant sources of information;
- ❖ Maintain a contact point for users of the websites;
- ❖ Where possible, make information available in a variety of formats to suit user needs;
- ❖ Provide up to date press releases and publications for download;
- ❖ Provide facilities for queries, comments and complaints;
- ❖ Ensure in so far as practicable, that static information on our websites is provided in both English and Irish.

PRINCIPLE 5 - TIMELINESS AND COURTESY

Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer. Give contact names in all communications to ensure ease of ongoing transactions. OPW is committed to delivering a quality service to all its customers by ensuring that they are dealt with in a timely fashion and treated with courtesy and sensitivity; this is the cornerstone of our customer service policy.

We will:

- ❖ Treat all our customers with courtesy and respect;
- ❖ Adhere to the key service standards set out in our Customer Charter;
- ❖ Deal with all enquiries promptly and efficiently and in a manner which is appropriate to the business environment;
- ❖ Provide full contact details on all written communications in order to eliminate contact delays;
- ❖ Ensure that our staff give their full name and section when answering telephone calls;
- ❖ Deliver customer service training to front line staff on a regular basis.

PRINCIPLE 6 - COMPLAINTS

Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided. If you are unhappy with the quality of service we provide, you are entitled to make a complaint. The OPW has a simple two step procedure for making a complaint. These steps, along with the procedure for making an appeal, are outlined in [Appendix 5](#).

We will:

- ❖ Prominently display how to make a complaint procedures on our website www.opw.ie;
- ❖ Ensure our complaints procedure is included in our Customer Charter;
- ❖ Undertake to deal with all complaints promptly, fairly and objectively in accordance with the facts of the case;
- ❖ Closely monitor the number and nature of complaints received and use this information in effecting any necessary improvements to the quality of our services and decision-making.

PRINCIPLE 7 - APPEALS

Similarly, maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services. In the event that the complaint cannot be adequately dealt with following the complaints procedure, complainants have recourse to the Ombudsman appeals procedure. Details of how to make an appeal are outlined in Appendix 5.

We will:

- ❖ Prominently display how to make an appeal procedures on our website www.opw.ie;
- ❖ Ensure our appeals procedure is included in our Customer Charter;
- ❖ Undertake to deal with all appeals fairly and impartially in accordance with the facts of the case;
- ❖ Ensure full co-operation with the appeals procedure and provide prompt, accurate and complete information to the Ombudsman's Office as required.

PRINCIPLE 8 - CONSULTATION AND EVALUATION

Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery. OPW aims to provide ultimate customer satisfaction through the receipt of an enhanced standard of service that is on time, within budget and quality monitored. Systematic customer feedback at regular intervals during the lifetime of projects or provisions of services, forms an integral part of these systems.

We will:

- ❖ Seek formal client feedback on completion of all architectural projects and use the information gained;
- ❖ Hold quarterly meetings with property maintenance clients to formally review the work programmes which are being carried out. Carry out informal surveys at regional level on an on-going basis;
- ❖ Hold regular structured client feedback meetings with client Departments to discuss progress on work and to identify emerging priorities and seek formal client feedback on completion of all projects. This feedback will be used to improve client services in the future;
- ❖ Carry out customer surveys at Heritage sites around the country as an aid to planning and improving future service delivery at those sites;
- ❖ Ensure that Flood Risk Management Services continues to carry out landowner surveys to determine levels of satisfaction in that area of service;
- ❖ Monitor regularly to ensure that the standards expected from the services provided by this Office, are reached and maintained;
- ❖ Invite, and value, the contributions of our staff on how we can improve our service provision and delivery; and

- ❖ Continue to undertake public consultations in respect of relevant flood risk management activities in line with statutory requirements.

PRINCIPLE 9 – CHOICE

Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery. The OPW is committed to providing a wider range of service delivery options and is investing in new technology to enhance the range of such options available to our customers.

We will:

- ❖ Through our e-strategy, aim to improve the range of options for customers, suppliers, staff and other stakeholders through the continued development and application of these technologies in the areas in which we operate. For example: e-procurement and e-tendering;
- ❖ Further enhance the quality of this Office's websites and update and broaden their content;
- ❖ Operate a voicemail service outside of normal office hours;
- ❖ Offer choice through our physical presence, continue to use our local office structure to deliver services to our customers. Our offices are spread throughout Ireland to enhance local contact points;
- ❖ Continue to provide a range of information/interpretative leaflets at our Heritage sites in English, in Irish and in continental European and world languages, where appropriate;
- ❖ Develop and improve our Flood Hazard Mapping Website, which provides information to our customers about the location of known flood events in Ireland.

PRINCIPLE 10 - OFFICIAL LANGUAGES EQUALITY

Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages. We are committed to improving the level of services available through Irish and in this regard we will fully comply with the provisions of the Official Languages Act 2003 and Official Languages (Amendment) Act 2021 and the commitments outlined in our Language Scheme.

We will:

- ❖ Make every effort to accommodate customers who telephone or visit the OPW and who wish to conduct their business in Irish;
- ❖ Reply in Irish to all correspondence received in Irish;
- ❖ Continue to increase the amount of Irish Language publications in the Heritage Services area;
- ❖ Continue to implement the commitments made in our Language Scheme;
- ❖ Continue to increase the Irish language content on our website;
- ❖ Monitor and update our list of translators;
- ❖ Carry out an internal Irish Language Survey to determine the level of Irish skills in the OPW and seek volunteers willing to use these skills in the day to day business of the Office;
- ❖ Establish on an outsourced basis, a shared resource for use by staff who need practical assistance in translation and interpretation services;
- ❖ Encourage staff to attend Irish language training courses;
- ❖ Ensure that signage in our public offices is in Irish or bilingual.

PRINCIPLE 11 - BETTER CO-ORDINATION

Foster a more coordinated and integrated approach to delivery of public services. In order to ensure as efficient a service as possible to our customers, this Office is committed to a policy of better co-ordination. For services involving more than one business area of the OPW, or where liaison with other Departments or bodies is required, we will give priority to fast and effective exchange of information.

We will:

- ❖ Continue to participate in various inter-departmental and internal networks;
- ❖ Ensure that our Partnership Committees are represented by staff at all levels in the organisation and that participation in the process continues;
- ❖ Examine our internal co-ordination procedures with a view to strengthening and streamlining our co-ordination capacities;
- ❖ Participate in forthcoming projects under the eGovernment banner;
- ❖ Continue to ensure all websites within OPW are interlinked for customer convenience;
- ❖ Continue to improve transfer of information and resources throughout the organisation by further development and enhancement of the OPW's digital workplace, Swift; and
- ❖ Build on the success of existing cross business function working and extend and expand cross-functional, cross-reporting and cross-discipline methods of operation throughout the organisation.

PRINCIPLE 12 - INTERNAL CUSTOMER

Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues. The staff of the OPW are recognised as our most important resource. Our staff are crucial to ensuring that the Office continues as a delivery focused and forward thinking organisation that meets the needs of our customers on a day to day basis and that can adapt quickly to changes in our environment. It is essential that our staff are trained to the highest levels and that they are familiar with best practice in areas related to the OPW's core functions.

We will

- ❖ Continue to ensure that staff are included in the decision making process by encouraging participation on our internal working groups;
- ❖ Continue to ensure that the training needs of individual staff members are identified and implemented through Performance Management Development Systems (PMDS);
- ❖ Make training available for all new staff on quality customer service and dealing with the internal customer;
- ❖ Continue to offer family/work-life balance opportunities, including a Blended Working policy;
- ❖ Continue to promote a cultural ethos of courtesy, friendliness, mutual respect, approachability, professionalism, teamwork and prompt delivery of services in all interactions between individual staff members;
- ❖ Commit to, and implement, the standards of service that staff should expect from each other, during their day-to-day interactions as outlined in [Appendix 3](#).

4. What's Next?

ESTATE PORTFOLIO MANAGEMENT

We aim to be the recognised leader in the design, procurement, management and conservation of our buildings and heritage. Efforts to rationalise our property portfolio, reduce maintenance costs and release properties will continue to be a priority.

The Office is committed to the implementation of the recommendations arising from the Property Maintenance capability review which took place in 2022.

Since 2013, the OPW has been the shared service provider responsible for statutory maintenance contracts and building maintenance works for all State owned and occupied buildings. The OPW's focus will continue to be on preventative maintenance through intelligent and robust design, to prevent problems, rather than reactive maintenance to fix them.

BUILT HERITAGE SERVICES

We are responsible for Ireland's most important heritage sites. Iconic sites ranging from the Rock of Cashel in Tipperary to Skellig Michael on a small island off the Kerry coast, are just some of the 780 heritage sites in our care.

Our team of dedicated experts look after the buildings, landscapes and collections entrusted to us and make them available to over 8 million visitors each year to learn from and enjoy.

The OPW will continue to progress work that delivers on specific programmes and actions in the National Development Plan (NDP) 2021-2030 and Project Ireland 2040. Ongoing work will also support the implementation of actions as part of Heritage Ireland 2030, the National Cultural Institutions Capital Investment programme and also the Built & Archaeological Heritage Sectoral Climate Adaptation Plan. We will also explore opportunities to present our Heritage sites in our care to greater numbers and we will utilise new technologies to bring them to a wider audience.

FLOOD RISK MANAGEMENT

The Government has committed to a €1billion investment in flood relief measures over the lifetime of the National Development Plan (NDP) 2021-2030 to protect approximately 23,000 properties in threatened communities from river and coastal flood risk. There are approximately 140 flood relief schemes either completed or underway with a further 60 flood relief schemes planned to commence during the lifetime of the NDP. When all of these schemes are completed, 95% of properties identified as being at significant risk will be protected from future flooding. As part of its commitments under the *Climate Change Sectoral Adaptation Plan for Flood Risk Management*, the OPW is adopting an approach to managing flood risk that takes the potential impacts of climate change into account.

GOING FORWARD

The OPW will continue to devise and deliver on annual work programmes that are in line with Government policies and priorities, which respond to customer requirements in a timely and sustainable manner, and that provide value for money. These include:

- ❖ Providing an advisory service to the planning authorities on the implementation of the Guidelines on the Planning System and Flood Risk Management (2009);

- ❖ Advising the Government in relation to policy development and legislative requirements for flood risk management and to develop, coordinate and implement programmes and measures to reduce the national level of flood risk to communities having regard to environmental obligations and opportunities for biodiversity benefits;
- ❖ Deliver clear plans and actions to contribute to implementing the Climate Action Plan 2023.
- ❖ Taking a lead role in the implementation of the property reform programme, by:
 - exploring further opportunities to rationalise our property portfolio through property disposal and utilising mechanisms for the more effective use of space;
 - the identification and implementation of even more efficient maintenance approaches; and
 - managing the State's Heritage property portfolio in a manner that conserves and protects it, while maximising and improving public access to it, presenting the sites to best advantage and ensuring that visitor enjoyment and education experiences are enhanced.

EVALUATION OF PROGRESS UNDER THIS ACTION PLAN

The standard of service delivery we have set out in this Action Plan represents our commitment to improve and maintain the quality of our work. We intend to monitor these standards and critically assess whether we are fulfilling the commitments we have promised. The Quality Customer Service Network, whose membership is set out in [Appendix 6](#), will periodically review performance standards across all our areas of business with a view to:

- ❖ Reporting annually to the OPW Management Board (MB) in relation to action on Customer Service during that year;
- ❖ Detailing progress within the Office in relation to Customer Service in the Annual Report;
- ❖ Liaising on a regular basis with the relevant stakeholders with a view to reviewing progress on the Customer Action Plan and updating targets and actions where necessary;
- ❖ Within the lifetime of this Action Plan, carry out another external survey on the quality of customer service we provide, to assess whether we are achieving the commitments promised and to identify areas where improvements can be made.

Appendix 1: OPW Contact Details

Name and contact address	Email	Contact No.
<p>The OPW's Head office is located at Jonathan Swift Street, Trim, Meath, C15 NX36 The Dublin Office is located at 1 Georges Quay (1GQ), Dublin 2, D02 R274 Business areas located in Trim & 1GQ include: Architectural Services; Flood Risk Policy and Management; Flood Policy; Property Management (Accommodation); Quantity Surveying Services; Fire and Security Services; Property Management (Owned); Climate Action and Estate Planning; Property Maintenance; Mechanical & Electrical Engineering Services; Hydrology and Coastal Services; Civil and Structural Engineering Services; Flood Project Management Services; Arterial Drainage Maintenance Support Services; Corporate Services (Human Resource Management, Policy, Innovation and Reform Unit, Internal Audit, Management Accounting Services, Internal Facilities Management, Health and Safety & Business Continuity, Library & ICT)</p>		
Customer Service Coordinators		
Anne O'Sullivan (1GQ)	policy@opw.ie	046 942 2744
Marcella Mitchell (Trim)		046 942 2526
Aoife Turner (Trim)		046 942 2311
Disability Liaison Officer	dlo@opw.ie	046 942 2067
Sarah Lith (Trim)		
Freedom of Information Unit (Trim)	foiunit@opw.ie	046 942 2000
Data Protection Office (Trim)	dpo@opw.ie	046 942 2165
Office of the Minister of State (1GQ)	ministersoffice@opw.ie	046 942 2000
Chairman's Office (Trim)		046 942 2000
Press Office (Trim)	pressoffice@opw.ie	046 942 2000
Government Publications Office Mountshannon Road, Dublin 8 D08 XA06	publications@opw.ie	046 942 3100

Financial Services Government Offices, Hebron Road, Kilkenny, R95 H4XC	financeunit@opw.ie	046 942 2000
ARTERIAL DRAINAGE MAINTENANCE		
East Region Drainage Maintenance Newtown, Trim, Co Meath, C15 K8V0 Fair Green, Ardee, Co Louth, A92 EYT2 Robinstown, Mullingar, Co. Westmeath, N91 X099 Ballycraigne Castlebridge Co. Wexford, Y35 WV04		046 942 2530 041 685 3256 044 934 8332 053 9124181
West Region Drainage Maintenance Main Street, Headford, Co. Galway, H91RX79. Foxford Road, Ballina, Co. Mayo, F26 HX99 Gallows Brae, Lifford, Co. Donegal, F93 RK37 Corrib Sluice Barrage, Sluice House, Galway		046 942 2362 096 220 65 074 914 1273 091 546 480
South West Region Drainage Maintenance Templemungret House, Mungret, Co. Limerick, V94 EK07 Unit 1, Clieveragh Industrial Estate, Listowel, Co. Kerry, V31 PF50 Dowager House, Portumna, Co. Galway H53 TD63		061 227 139 068 211 66 090 974 1086
Mechanical Engineering Field Services Newtown, Trim, Co. Meath, C15 K8V0		046 942 2530
HYDROMETRIC SECTION		
Newtown, Trim, Co. Meath, C15 K8V0 Main Street, Headford, Co. Galway, H91 RX7		046 942 2530 046 942 2380

Government Offices, Pearse Street, Athlone, Co. Westmeath, N37 E8C8 Government Offices, Hebron Road, Kilkenny, R95 H4XC Templemungret House, Mungret, Co. Limerick, V94 EK07 Foxford Road, Ballina, Co. Mayo, F26 HX99		090 649 2087 046 942 2680 046 942 2100 096 22 065	North West Region Regional Architect & District Office (Sligo, Leitrim) Marino House, Finisklin Business Park, Sligo, F91 W1WX District Office (Donegal) Government Offices, High Road, Letterkenny, Co Donegal, F92 XD2Y District Office (Roscommon, Longford) Government Offices, Pearse St, Athlone, Co Westmeath, N37 E8C8		071 911 6200 074 912 1365 090 649 2087
ENVIRONMENT SECTION Main Street, Headford, Co. Galway, H91 RX7		046 942 3510	South East Region Regional Architect & District Office (Kilkenny, Waterford) 13 Catherine Street, Waterford, X91 District Office (Laois, Offaly, Carlow) Government Buildings, Abbeyleix Road, Portlaoise, R32 RPA6 District Office (Co Wicklow, Wexford) Government Buildings, Castlepark, Arklow, Co Wicklow, Y14 CK25		051 874 134 057 866 2058 046 942 3260 0402 32 761
PROJECT MANAGEMENT SERVICES Unit 20, Lakeside Retail Park, Claremorris, Co Mayo, F12 DK30		046 942 2000	South West Region Regional Architect & District Office (Cork) Marina Building Centre, Centre Park Road, Cork, T12 W027 District Office (Kerry) The Demesne, Killarney, Co Kerry, V93 PN50		021 496 7091 064 663 1028
BUILDING MAINTENANCE SERVICES Collins Barracks, Benburb Street, Dublin 7, D07 XKV4		01 702 8811	Mid-West Region Regional Architect & District Office (Limerick, Clare) Templemungret House, Mungret, Co. Limerick, V94 EK07 District Office (Tipperary) Birchgrove House, Roscrea, Co Tipperary, E53 HY05		046 942 2100 0505 24 464
FURNITURE DIVISION Mountshannon Road, Rialto, Dublin 8, D08 XA06		01 453 1588 046 942 3400	West Region		
HEALTH & SAFETY SERVICES Government Offices, Pearse Street, Athlone, Co. Westmeath, N37 E8C8		090 649 2087			
REGIONAL ARCHITECTURAL & DISTRICT OFFICES					
Dublin North Region The Red House, Arbour Hill Gate, Collins Barracks, Dublin 7, D07 XKV4		01 474 2040 046 942 3390			
Dublin South Region Dublin Castle, Dublin 2, D02 V240		01 677 6106 046 942 3120			
North East Region Regional Architect & District Office (Meath, Westmeath, Kildare) OPW 1GQ, Dublin 2, D02 R274 District Office (Louth, Monaghan, Cavan) Government Buildings, Millennium Centre, St Alphonsus Road, Dundalk, Co Louth, A91PP5W		046 942 2000 046 942 2000			

Regional Architect & District Office (Galway) The White House, 8 Claddagh Quay, Co. Galway, H91 DN29			091 546 480
District Office (Mayo) Pavilion Road, Castlebar, Co Mayo, F23 RK50			094 902 1331
DUBLIN CASTLE CONFERENCE CENTRE			
Dublin 2, D02 V240			01 645 8800
Information & Guided Tours			01 645 8813
NATIONAL MONUMENTS SECTION			
Unit 20, Lakeside Retail Park, Claremorris, Co Mayo, F12 DK30			046 942 2000
NATIONAL MONUMENTS DEPOTS			
Athenry Depot Raheen, Athenry, Co Galway, H65 Y044			091 844 084
Dromahair Depot Dromahair, Co Leitrim, F91 X8XD			071 916 4186
Kilkenny Depot Hebron Road Industrial Estate, Kilkenny, R95 X254			056 772 1813
Killarney Depot Carrigfreaghane, Killarney, Co Kerry, V93 DF70			064 663 2402
Mallow Depot Quartertown Industrial Estate, Mallow, Co Cork, P51ND99			022 42 278
Portumna Depot Portumna, Co. Galway H53 TD63			090 974 1287
Trim Depot Newtown, Trim, Co Meath, C15 K8V0			046 943 1506
NATIONAL HISTORIC PROPERTIES SECTION			
Dublin Castle, Dublin 2, D02 V240		info@heritageireland.ie	01 645 8885
VISITOR SERVICES SECTION			
Unit 20, Lakeside Retail Park, Claremorris, Co Mayo, F12 DK30		info@heritageireland.ie	046 942 2130

HERITAGE SITES (LISTED A-Z)		
Adare Castle (Seasonal: June – September) Adare, Co. Limerick, V94 DWV7	info@adareheritagecentre.ie	061 39 66 66
Altamont Gardens Tullow, Co. Carlow, R93 N882	altamontgardens@opw.ie	059 9159444
Anne's Grove Gardens (Seasonal: March – September) Castletownroche, Co. Cork P51 KO64	donerailecourt@opw.ie	087 3497972
Arbour Hill Cemetery Arbour Hill, Dublin 7D07 YV40	superintendent.park@opw.ie	01 821 3021
Ardfert Cathedral (Seasonal March-September) Ardfert, Co Kerry, V92 KR7P	adrfertcathedral@opw.ie	066 713 4711 046 9422280
Áras an Uachtaráin Phoenix Park, Dublin 8, D08 E1W3	phoenixparkvisitorcentre@opw.ie	01 677 0095
Athenry Castle (Seasonal March-November) Athenry, Co Galway, H65 WP93	athenrycastle@opw.ie	091 84 47 97 046 9422400
Aughnanure Castle (Seasonal: March-November) Oughterard, Co Galway, H91 PX20	aughnanurecastle@opw.ie	091 55 22 14 046 9407220
Ballyhack Castle (Seasonal: May – August) Ballyhack, Co Wexford, Y34 TN56	ballyhackcastle@opw.ie	051 38 94 68
Battle of the Boyne Visitor Centre Oldbridge Estate, Oldbridge, Co Meath, A92 CY68	battleoftheboyne@opw.ie	041 980 9950 046 9423350

Boyle Abbey (Seasonal: March – September) Boyle, Co Roscommon, F52 XE16	boyleabbey@opw.ie	071 966 2604
Brú na Bóinne Visitor Centre (Newgrange & Knowth) Donore, Co Meath, A92 EH5C	brunaboinne@opw.ie	041 988 0300 046 9423350
Cahir Castle Castle Street, Cahir, Co Tipperary, E21 P652	cahircastle@opw.ie	052 744 1011 046 9422300
Carrowmore Megalithic Cemetery (Seasonal: March – November) Carrowmore, Sligo F91 E638	carrowmoretomb@opw.ie	071 9161534
Casino Marino (Seasonal: March – November) Cherrymount Crescent, off Malahide Road, Marino, D3, D03 HH70	casinomarino@opw.ie	01 833 1618 046 9407050
Castletown Celbridge, Co Kildare, W23 V9H3	castletown@opw.ie	01 628 8252 046 9423444
Céide Fields (Seasonal: March – November) Glenurla, Ballycastle, Co Mayo, F26 PF66	ceidefields@opw.ie	096 43 325
Charles Fort (Seasonal: March – October) Summercove, Kinsale, Co Cork, P17 AY18	charlesfort@opw.ie	021 477 2263
Clonmacnoise Shannonbridge, Co. Offaly, N37 V292	clonmacnoise@opw.ie	090 967 4195
Corlea Trackway (Seasonal: March – November) Kenagh, Co Longford, N39 XT18	corlea@opw.ie	043 332 2386

Derrynane House (Seasonal: March – December) Caherdaniel, Co Kerry, V23 FX65	derrynanehouse@opw.ie	066 947 5113 046 9407150
Desmond Castle Kinsale (Closed - conservation works) Cork Street, Kinsale, Co Cork, P17 TY09	desmondcastle@opw.ie	021 477 4855
Desmond Castle/Hall Newcastle West (Seasonal: March - November) The Square, Newcastle West, Co Limerick, V42 YD76	desmondhall@opw.ie	069 77 408
Donegal Castle (Seasonal: March – November) Castle Street, Donegal Town, Co Donegal, F94 P996	donegalcastle@opw.ie	074 972 2405
Doneraile Court (Seasonal: March – October) Doneraile, Co Cork, P51 A899	donerailecourt@opw.ie	046 9423175
Dublin Castle Dame Street, Dublin 2, D02 AK81	dublincastle@opw.ie	01 6458813
Dún Aonghasa Inis Mór, Aran Islands, Co Galway, H91 YT20	dunaonghasa@opw.ie	099 61 008 046 9407010
Dungarvan Castle (Seasonal: May – October) Castle Street, Dungarvan, Co Waterford, X35 DV58	charlesfort@opw.ie	058 48 144 046 9422050
Dunmore Cave Ballyfoyle, Co Kilkenny, R95 A972	dunmorecaves@opw.ie	056 776 7726

Dwyer McAllister Cottage (Seasonal: Mid-June – Mid-September) Derrynamuck, Knockanarrigan, Co. Wicklow, W91 D273		0404 45 325 Glendalough Visitor Centre	Government Buildings (Saturdays only) Upper Merrion St., Dublin 2, D02 R583		01 645 8813
Emo Court Emo, Co Laois, R32 C44V	emocourt@opw.ie	057 8626573 046 9407290	Grangegorman Military Cemetery Blackhorse Avenue, D7, D07 PK13	superintendent.park@opw.ie	01 821 3021
Ennis Friary (Seasonal: March – November) Abbey Street, Ennis, Co Clare, V95 AN28	ennisfriary@opw.ie	065 6829100	Heywood Gardens Ballinakill, Co Laois, R32 K4V6	heywoodgardens@opw.ie	086 8107916 057 8733563
Famine Warehouse 1848 Ballingarry, Co Tipperary, E41 XK23	info@heritageireland.ie	087 908 9972	Hill of Tara (Visitor Centre) Seasonal May – November Dunsany, Navan, Co Meath, C15 P44W	hilloftara@opw.ie	046 9025903 041 9880300
Farmleigh Phoenix Park, Dublin 15, D15 TD50	farmleighguides@opw.ie	01 815 5914 046 9423551	Illinacullin (Garinish Island) (Seasonal: April – November) Glengarriff, Bantry, Co Cork, P75 X56	garinishisland@opw.ie	027 63 040
Ferns Castle (Seasonal: May- November) The Square, Ferns, Co Wexford, Y21 D892	fernscastle@opw.ie	053 9366411 046 9407300	Ionad an Bhlascaoid Mhóir, The Blasket Centre (March – November) Dún Chaoin, Dingle, Co Kerry, V92 TH73	blascaod@opw.ie	066 9156444 066 9156371
Fota Arboretum and Gardens Fota Estate, Carrigtwohill, Co Cork, T45 Y642	fota.arboretum@opw.ie	021 481 5543	Iveagh Gardens Clonmel Street, Dublin 2	parkmanager@opw.ie	01 475 7816
Garden of Remembrance Parnell Square East, Dublin1 D01AOF8	superintendent.park@opw.ie	01 821 3021	Jerpoint Abbey (Seasonal: March – December) Thomastown, Co Kilkenny, R95 P523	jerpointabbey@opw.ie	056 7724623 046 9407320
Glebe House and Gallery (Seasonal: April – November) The Derek Hill Collection, Churchill, Letterkenny, Co Donegal, F92 WP70	glebegallery@opw.ie	074 913 7071	JFK Memorial Park and Arboretum New Ross, Co Wexford, Y34 KA48	jfkarboretum@opw.ie	046 9423490 051 38 81 71 051 38 80 29
Glendalough Visitor Centre Glendalough, Bray, Co Wicklow, A98 HC80	glendaloughbookings@opw.ie	0404 45 325 046 9407156	Kilkenny Castle The Parade, Kilkenny, R95 YKR1	kilkennycastleinfo@opw.ie	056 7704100

		046 942 3249
National Botanic Gardens Kilmacurragh Kilbride, Co Wicklow, A67 YR12	kilmacurraghgardens@opw.ie	0404 48 844
Kilmainham Gaol Inchicore Road, Dublin 8, D08 T2X5	kilmainhamgaol@opw.ie	01 453 5984 046 9423450
Listowel Castle (Seasonal: May- September) The Square, Listowel, Co Kerry V31 RD93	listowelcastle@opw.ie	086 3857201
Loughcrew Cairns (Seasonal: May - October) Corstown, Oldcastle, Co. Meath		087 0524975
Maynooth Castle (Seasonal: May- September) Maynooth, Co Kildare, W23 F2D5	maynoothcastle@opw.ie	01 628 6744 046 9422170
National Botanic Gardens Glasnevin, Dublin 9, D09 E7F2	botanicgardens@opw.ie	01 804 0300 01 857 0909 01 804 0319
Newmills Corn and Flax Mills (Seasonal: June – October) Milltown, Newmills, Letterkenny, Co Donegal, F92 F205	newmills@opw.ie	074 9125115
Old Mellifont Abbey (Visitor Centre and guided tours seasonal: May – September) Tullyallen, Drogheda, Co Louth, A92 K682	mellifontabbey@opw.ie	041 9826459 041 9880300

Ormond Castle (Seasonal: March – November) Castle Park, Carrick-on-Suir, Co Tipperary, E32 CX59	ormondcastle@opw.ie	051 64 0787
Parke's Castle (Seasonal: March – November) Fivemile Bourne, Co Leitrim, F91 FP71	parkescastle@opw.ie	071 9164149
Pearse Museum - St. Enda's Park Grange Road, Rathfarnham, Dublin 16, D16 Y7Y5	pearsemuseum@opw.ie	01 493 4208
Phoenix Park Visitor Centre - Ashtown Castle Phoenix Park, Dublin 8, D08 Y304	phoenixparkvisitorcentre@opw.ie	01 677 0095
Phoenix Park & People's Flower Garden Dublin 8, D08 E5RK	superintendent.park@opw.ie	01 821 3021
Portumna Castle & Gardens (Seasonal: March – November) Portumna, Co Galway, H53 YK27	portumnacastle@opw.ie	090 9741658 090 9742003 046 9422170
Rathfarnham Castle (Seasonal: May – September) Rathfarnham, Dublin 14, D14 K3T	rathfarnhamcastle@opw.ie	01 493 9462
Reginald's Tower (Seasonal: March – December) The Quay, Waterford, X91 Y880	reginaldstower@opw.ie	085 8013885 051 304 220
Rock of Cashel Cashel, Co Tipperary, E25 KX44	rockofcashel@opw.ie	062 61 437

Roscrea Heritage - (Castle & Damer House) Castle Street, Roscrea, Co Tipperary, E53 F652	roscreaheritage@opw.ie	0505 21 850
Ross Castle (Seasonal: March – November) Killarney, Co Kerry, V93 V304	rosscastle@opw.ie	064 6635851
Royal Hospital Kilmainham Military Road, Kilmainham, Dublin 8, D08 FW31	rhktours@opw.ie	046 9422450
Scattery Island (Seasonal: May – September) Kilrush, Co Clare	scatteryisland@opw.ie	087 9958427
Sceilg Mhichíl (Seasonal: May – September) Co. Kerry	opwskellig@opw.ie	
Sligo Abbey (March-November) Abbey Street, Sligo, F91 K796	sligoabbey@opw.ie	071 9146406
St Audeon's Church Cornmarket, (near High St.) Dublin 8 D08 W99H	staudoenschurch@opw.ie	046 9422025
St. Mary's Church (Seasonal: May – August) Gowran, Co Kilkenny, R95 CV0Y	breda.lynch@opw.ie	056 7726894 open 056 7724623 closed
St. Stephen's Green Dublin 2, D02 DX88	info@heritageireland.ie	01 475 7816
Swiss Cottage Kilcommon, Cahir, Co Tipperary, E21 DX07	swisscottage@opw.ie	052 7441144

Ionad Cultúrtha an Phiarsaigh An Turlach, Ros Muc, Co Galway, H91 DW9A	icpconamara@opw.ie	091 57 42 92
The Main Guard (Seasonal: March – September) Sarsfield Street, Clonmel, Co Tipperary, E91 P7Y8	mainguard@opw.ie	052 6127484 046 9422352
Tintern Abbey (Seasonal: March – November) Saltmills New Ross, Co Wexford, Y34 KR64	tinternabbey@opw.ie	051 56 26 50
Trim Castle Trim, Co Meath, C15 HN90	trimcastle@opw.ie	085 8870240 046 9422830
Irish National War Memorial Gardens Islandbridge, Dublin 8 D08 T20W	parkmanager@opw.ie	01 475 7816

Appendix 2: OPW Customer Survey Analysis

Overall Customer Satisfaction with	Percentage Satisfied (of Customers Surveyed)¹
service provided when visiting our Heritage sites	98.7 %
service provided by Business Areas within OPW	81.8%
service provided over the Telephone	81.7%
service provided in Writing	74.4%
service provided when visiting our Offices	97.5%
Service provided when our Staff visited Customers Premises	92.6%
content and layout of the OPW website visited	89.3%

¹ Based on the 2019 External Customer Survey - in comparison to the 2013 survey there has been an increase in the percentage of satisfied customers in most areas. The details are as follows; Service provided when visiting our Heritage sites (1.4% increase), service provided by Business Areas within OPW (2.5% increase), service provided when visiting our Offices (7.5% increase), service provided when our Staff visited Customers Premises (4.2% increase) and content and layout of the OPW website visited (2% increase). Reductions were experienced in just two areas services provided over the Telephone (4.6% decrease) and services provide in Writing (9.4% decrease). Further Customer Surveys will be conducted over the lifetime of this Plan.

Appendix 3: Service Standards Our Customer Can Expect

When you telephone us, we will

- Be available to answer telephone enquiries during normal working hours²;
- Answer your calls promptly;
- If we are not immediately available, an automated voicemail will allow you to leave a message which we will respond to promptly on our return;
- Be courteous and identify ourselves and our area of work;
- Be helpful and provide you with clear and accurate information;
- Take your details and call you back within **48 hours** if we cannot answer your query immediately;
- If it is necessary to transfer you to another section, give you the name, section and telephone number of the person to whom you are being transferred;
- Keep internal telephone directories up to date;
- Ensure that official letterheads are kept up to date and relevant addresses, telephone numbers and email addresses are legibly printed;
- Ensure that any first response staff (e.g. Reception, Telephone Switch etc.) are properly trained in Customer Service techniques

In corresponding with you, we will

- Acknowledge all written enquiries and non-routine correspondence within **one week** of receipt;
- Aim to provide a more comprehensive reply to at least 95% of such correspondence within 20 working days;

- Use clear and simple language and keep technical/official terms and acronyms to a minimum;
- On request, provide you with a contact name, telephone number, email address and where applicable, a reference or file number;
- Send any correspondence received by us which is a matter for another Department or Agency to them immediately, and notify you of this course of action;
- Ensure that correspondence is answered in whichever of the official languages it is received.

If you visit our offices, we will

- Be available to meet with you by appointment, having regard to prevailing public health guidance, if any, during normal working hours. We will try to be flexible should you require an appointment scheduled outside these hours;
- Meet with you punctually, where you have an appointment. Should you not have an appointment, we will do our best to accommodate you;
- Receive you courteously and be fair and helpful to you;
- Direct you to the person who can deal with your enquiry as soon as possible;
- Ensure that our offices are clean and safe and provide appropriate facilities for all meetings;
- Continuously review access to our offices for all callers, including those with a disability.

² Normal working hours: 9.12am – 1.00pm and 2.15pm – 5.30pm Monday to Thursday (5.15pm Friday). Some local offices staffed primarily by operational project /site staff may not be occupied at all times within these hours.

Appendix 4: Customer Charter

The Office of Public Works - Customer Charter

Mission Statement:

To manage the State property portfolio, Ireland's flood risk, and our national heritage – all in a sustainable manner.

We are committed to providing you, our Customer, with an excellent service by maintaining and improving our commitment to, and delivery of, the highest standards of quality service in a climate of mutual respect.

This Charter sets out the standards of service you can expect from us. It should be read in conjunction with our Customer Action Plan which can be found on our website (www.gov.ie/opw), and outlines our approach to planning for good customer service across the 12 Civil Service Principles for Quality Customer Service.

Our Commitments to You

Communications

Telephone Enquiries

- We will be available to answer telephone enquiries during normal working hours³.
- We will identify ourselves and our area of work.
- We will be helpful and courteous at all times and provide you with as much information as possible; we ask that you reciprocate our courtesy.
- We will respond to voice mail messages promptly.
- If specific staff are not available to speak with you when you call, we will ensure that you are assisted in their absence.

Written Correspondence

- We will acknowledge all written enquiries and non-routine correspondence within one week of receipt and will endeavour to

comprehensively reply to 95% of all correspondence within 20 working days.

- We will ensure that all correspondence contains contact name, telephone number, reference number (where appropriate) and email address.

Personal Callers

- We will be available to meet with you by appointment during normal working hours and we will be as flexible as possible if you need to have an appointment scheduled outside these hours.
- We will provide clean, accessible and welcoming public offices that meet with health and safety standards.
- Our personal interactions will be conducted in a way that upholds the dignity and welfare of all involved.

Information

General

- We will provide our customers with clear, accurate, comprehensive and up-to-date information on our policies, schemes and services.
- We will use clear simple language in the design of our information leaflets.
- We will ensure that all generally available information is accessible in both electronic and printed format if required.

Freedom of Information

- We will fulfill all statutory requirements in relation to making information available within the specified time.
- We will make every effort to ensure that simple requests are dealt with outside the scope of the relevant legislation with minimum inconvenience to

³ Normal working hours: 9.12am – 1.00pm and 2.15pm – 5.30pm Monday to Thursday (5.15p.m Friday)

Some local offices staffed primarily by operational project /site staff may not be occupied at all times within these hours.

requesters.

Website

- Our website will be up to date, relevant, user friendly and accessible to all our customers, including those with visual disabilities.
- We will, where appropriate and feasible, provide links from our website to other relevant sources of information on the internet.
- We will provide for a contact facility for users of the website and will aim to respond to any issues raised there within 20 working days.

Equality

- We are committed to providing services to all our customers on an equal status basis. This means that we will accommodate the needs of specific customers or groups of customers with a view to achieving an equality of treatment.
- We will ensure that public areas within our premises and sites meet the requirements of the Disability Act 2005.
- We will, on behalf of our Customer Departments, Offices and Agencies, ensure that any new buildings or premises we provide will be accessible by all. We will, on a progressive basis, deal with older buildings and premises to ensure that they are also rendered accessible.

Service through Irish

- We will continue to fulfil the requirements of the Official Languages Acts 2003 & 2021 in regard to the needs of our Irish language customers.
- We will implement the terms of our Official Languages Scheme.

Complaints/Appeals Procedures

Complaints⁴

- If you are unhappy with the quality of service you have received, you have the right to complain.
- To make a complaint, email **customerfeedback@opw.ie**. This will be

directed to the Customer Service Officer (CSO) for the Business area providing the service with which you are unhappy. If there is no resolution at that level, an internal appeal may be made by emailing **policy@opw.ie** and it will be reviewed by an appropriate senior staff member. Details for all CSOs are provided in the Customer Action Plan.

- Complaints in relation to services provided within the Heritage remit can be made directly to the Guide or the Supervisor Guide at the Heritage site in question.
- All complaints will be dealt with promptly, fairly and impartially.

Appeals

We hope that we will be able to resolve your complaint satisfactorily. However, if you remain unhappy with our response then you can refer your complaint to the Office of the Ombudsman. The Ombudsman is fair, independent, and free to use. The best way to contact the Ombudsman is by: Clicking on the 'Make A Complaint' link at www.ombudsman.ie Alternatively write to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773.

Or call the Ombudsman on (01) 639 5600 if you have any queries or if you need help making your complaint.

Feedback

We regard feedback as the key to understanding the needs and expectations of our customers. To ensure that your views and comments - both positive and negative - are communicated to us, we encourage staff to use their day-to-day contact with customers as a means of gathering feedback on the quality of service provided.

Customers can also email their comments to **customerfeedback@opw.ie**.

Where to find us

⁴ "Complaint" is deemed not to include any legal or other claims for which a

separate procedure already exists or is set out in law.

The OPW's headquarters is located at Jonathan Swift Street, Trim, Co. Meath, C15 NX36.

Main Telephone Switch: 046 942 2000

Website: www.gov.ie/opw

All contact addresses and telephone numbers for our Regional Offices and Heritage sites can be found at Appendix 1 in our Customer Action Plan. The Action Plan and this Charter can be downloaded, in both English and Irish, from our website.

Appendix 5: OPW Complaints/Appeals Procedure

How to make a Complaint

Step 1.

If you wish to make a complaint about the service provided to you, you should, email **customerfeedback@opw.ie**. Your feedback will be directed to the Customer Service Officer (CSO) for the relevant Business area (see Appendix 6).

If your complaint is in relation to service delivery at **Heritage sites**, it can be made directly to the Guide or the Supervisor Guide on the site in question. Where no guide service is available or if the complaint relates to another aspect of services offered by the Heritage Service, then the complaint should be made directly to customerfeedback@opw.ie and it will be directed to the CSO with responsibility for that business area or function.

Step 2.

If you are not happy with the response to your complaint following step 1, you can submit your complaint for review to **policy@opw.ie** and it will be reviewed by an appropriate senior staff member.

How to make an Appeal

If you remain unhappy with our response an appeal may be made to the Office of the Ombudsman by:

Clicking on the 'Make A Complaint' link at www.ombudsman.ie

Or writing to: Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773

Or calling the Ombudsman on (01) 639 5600 if you have any queries or if you need help making your complaint

The Ombudsman has statutory authority to examine a complaint in relation to a decision of a public body where a complainant has taken reasonable steps to seek redress from the public body and has failed to obtain it.

Appendix 6: Quality Customer Service Network and Customer Service Officers

Intermediate Projects:

Peter Duffy, Assistant Principal

Property Management Services:

Brian Higgins, Assistant Principal

Property Maintenance Services:

Sheila O'Brien, Assistant Principal

Architectural Services:

Sean Moylan, Senior Architect

Flood Risk Management:

Melessa Lunney, Assistant Principal

Heritage Services – Visitor Services:

Maeve McCormack, Assistant Principal

Heritage Services – National Historic Properties:

Albert Jordan, Assistant Principal

Communications:

Rebecca Kavanagh, Executive Officer

Civil and Structural Engineering Services:

Ian Wolfe, Engineer Grade 1

Mechanical and Electrical Engineering Services

Garrett Egan, Engineer Grade 3

Human Resource Management:

Edel Comiskey, Business Partner Assistant Principal

Finance/ICT:

Willie Byrne, Higher Executive Officer

Government Publications:

Fionnuala Parnell, Assistant Principal

Policy, Innovation & Reform Unit (& OPW Representatives on the Interdepartmental QCS Working Group):

Anne O'Sullivan, Assistant Principal,
Marcella Mitchell, Administrative Officer
Aoife Turner, Executive Officer

