



Banc Ceannais na hÉireann  
Central Bank of Ireland

Eurosystem

# Customer Charter & Action Plan 2020-2022

April 2020

# Contents

<b>Our Mission .....</b>	<b>3</b>
<b>Our Commitment to our Customers.....</b>	<b>3</b>
<b>Written or Email Contact .....</b>	<b>4</b>
<b>Telephone Contact .....</b>	<b>5</b>
<b>Visiting the Bank.....</b>	<b>5</b>
<b>Levels of service to expect when dealing with the Bank .....</b>	<b>5</b>
<b>Customers with Disabilities .....</b>	<b>5</b>
<b>Services through Irish .....</b>	<b>6</b>
<b>Websites and Publications.....</b>	<b>6</b>
<b>How your input can contribute to the improvement of     our services.....</b>	<b>6</b>
<b>Customer Complaints Procedure .....</b>	<b>7</b>
<b>PART B - Customer Action Plan .....</b>	<b>8</b>

**This Customer Charter is the Central Bank's public statement about the levels of service customers can expect when dealing with the various public services offered by the Central Bank.**

## Our Mission

The Central Bank serves the public interest by safeguarding monetary and financial stability and by working to ensure that the financial system operates in the best interests of consumers and the wider economy.



## Our Commitment to our Customers

The Central Bank is committed to providing a professional, efficient, and courteous service to all our customers, i.e. those members of the public who interact with us in order to receive a service. We will strive to deliver high quality, easily accessible services at all times. We will treat all of our customers equally and make every effort to ensure that the services we provide reflect our customers' needs and expectations at all times during their engagement with us. We at the

Central Bank commit ourselves to working together to maintain a workplace environment that encourages and supports the right to dignity at work. We respectfully ask that customers treat our staff with dignity and respect at all times. We reserve the right to cease interactions with customers who do not adhere to this request.



## Written or Email Contact

- All correspondence to our public facing services will be acknowledged within three working days<sup>1</sup> of receipt.
- In general, a full response to such correspondence will issue within 15 working days<sup>2</sup> or, where this is not possible, an interim reply will be given, explaining the reason for the delay and advising when a substantive response will issue.
- Replies will be in clear, plain language, free from jargon and technical terms as far as possible and in line with the Central Bank's obligations under the Official Languages Act 2003.
- When responding in full, a contact name or section name, telephone number and email address will be included in all written correspondence.

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<sup>1</sup> All Freedom of Information and Data Protection requests will be dealt with in accordance with the relevant legislation.

<sup>2</sup> All complaints will be dealt with in accordance with the Central Bank's complaints handling procedure and all Protected Disclosures will be dealt with in accordance with the Central Banks statutory obligations

## Telephone Contact

- Calls to our Public Enquiries helpline will be answered promptly.

## Visiting the Bank

- All visitors to the Central Bank will be treated in a courteous manner and directed to their destination efficiently and promptly.
- We will ensure that our public reception and meeting facilities are accessible and maintained to the appropriate Health and Safety standards.



## Levels of service to expect when dealing with the Central Bank

We recognise that different groups of customers will have different priorities and needs when dealing with the Central Bank and may require specific commitments regarding service levels. We have a designated Accessibility Officer available to assist with specific needs.

## Customers with Disabilities

- We will ensure that the needs of people with disabilities are identified and fully catered for. We will make every effort to ensure our buildings, services and the information we provide are fully accessible to meet the needs of people with disabilities.

- Any queries customers may have in relation to accessibility (eg: physical access, information provision and customer services) or universal design, will be dealt with by the Access Officer (see contact details below)

## Services through Irish

- We will make every effort to accommodate customers who wish to conduct their business through Irish.

We are committed to meeting our obligations under the Official Languages Act 2003 and, in particular, the commitments outlined in the [Central Bank's Official Languages Scheme](#).

## Websites and Publications

- The Central Bank maintains a website that is designed to provide information on the Central Bank and its activities. We are committed to the ongoing maintenance and development of our website to ensure it is accessible, informative and up to date.
- We will ensure that our publications are clear, seek to meet user needs and are available on our website.
- We will maintain timely reviews of website content to ensure that it meets the needs of the public.

## How your input can contribute to the improvement of our services

We welcome and value your comments and suggestions on all aspects of our services. This allows us to tailor our services to fully meet customer needs and serve you better. Please, tell us your views, comments or suggestions using the 'Contact Us' facility on our website.

Tell us about the level of service you feel you have received, particularly if you feel that it failed to reach the standard you expected. Your feedback is important to help us do better the next time.



## Customer Complaints Procedure

If you are unhappy with the service you have received and if the issue cannot be resolved to your satisfaction with the staff member or section you have been dealing with, you can make a formal complaint to the Central Bank's Complaints Officer (see contact details below).

The Complaints Officer will deal with your complaint properly, fairly and impartially in accordance with our [Complaints Handling Procedure](#).

## PART B - Customer Action Plan

Service	Contact details	Service Overview	Response Timelines
Public Contacts Unit	<p>Lo-Call: 1890 777 777</p> <p>Phone: 01 224 5800</p> <p>Phone lines are open Monday to Friday 09.00-18.00</p> <p>Email: <a href="mailto:enquiries@centralbank.ie">enquiries@centralbank.ie</a></p>	A service responding to queries and requests for information received from members of the public	<p>Phone calls: Immediate</p> <p>Letters and emails: Emails will receive an automated acknowledgement of receipt.</p> <p>A final response will issue within 15 working days. However if a delay is anticipated beyond this timeframe then a holding email or letter will be sent.</p>
Freedom of Information Requests	<p>Phone: 01 224 6096</p> <p>Email: <a href="mailto:foi@centralbank.ie">foi@centralbank.ie</a></p>	Statutory service which provides access, to the greatest extent possible, to records held by the Central Bank	<p>All FOI requests will be acknowledged within 10 working days.</p> <p>Responses to requests will normally be given within 20 working days.</p>
Data Protection Requests	<p>Phone: 01 224 4000</p> <p>Phone lines are open Monday to Friday 09.00-17.00 excluding Bank holidays</p> <p>Email: <a href="mailto:dataprotection@centralbank.ie">dataprotection@centralbank.ie</a></p>	A statutory service which provides access to an individual's personal data records held by the Central Bank of Ireland	<p>Acknowledgment to all queries/requests/complaints be sent the end of day 3.</p> <p>Final response to a general query to issue by day 7 (may be extended for complex queries)</p> <p>Final response to a complaint to issue by day 31 (may be extended for complex complaints)</p> <p>Final response to Subject Rights Requests (SRRs) to issue within one month or, where applicable, can be up to 3 months (timeline for SRR's set by Data Protection Legislation)</p>
Complaints	<p>Phone: 01 224 6000</p>	Service offered to assess complaints	All complaints will be acknowledged within three working days



	<p>Email: <a href="mailto:complaints@centralbank.ie">complaints@centralbank.ie</a></p>	<p>relating to a public facing service provided by the Central Bank</p>	<p>Initial assessment of complaint will be concluded within four weeks of receipt of original complaint, where possible</p> <p>Investigation of the complaint to be concluded by Complaints Officer within four weeks where possible</p>
<p>Access to Environmental Information</p>	<p>Phone: 01 224 6080</p> <p>Email: <a href="mailto:john.sammin@centralbank.ie">john.sammin@centralbank.ie</a></p>	<p>Service providing members of the public with the right to access environmental information held by, or for, the Central Bank</p>	<p>The Central Bank will reach a decision on the request to grant, part-grant or refuse the information as soon as possible but at the latest, within one month from the date of receipt of the request</p>
<p>Accessibility</p>	<p>Phone: 01 224 6402</p> <p>Email: <a href="mailto:liam.mcmunn@centralbank.ie">liam.mcmunn@centralbank.ie</a></p>	<p>Service offered to the public to ensure that the needs of those with special requirements can be met by the Central Bank</p>	<p>Requests will be responded to within three working days, where possible</p>
<p>Central Credit Register</p>	<p>Phone: 01 224 5500</p> <p>Lo-Call: 1890 100 050</p> <p>Phone lines are open Monday to Friday 09.00-18.00</p> <p>Email: <a href="mailto:myrequest@centralcreditregister.ie">myrequest@centralcreditregister.ie</a></p>	<p>The Central Credit Register provides credit reports to lenders and borrowers on request, in respect of loans of €500 or more.</p>	<p>Reports will be issued as soon as possible,</p> <p>Requests for the exercise of any rights under the Credit Reporting Act 2013, (such as requests for credit reports, requests to amend information, insert explanatory statements; or notices of suspected impersonation) will require the inclusion of ID docs. Omitting any ID documents can stop or slow down the request. Such requests must be either postal, online or via email. We can only provide general information over the phone.</p>
<p>Collector Coins</p>	<p>Lo-Call: 1890 307 607 within Ireland</p> <p>Phone: +353 (0)1 2483605 outside Ireland</p>	<p>Provision of a support service for the purchase of Collector</p>	

	<p>Phone lines are open Monday to Friday 09.00-17.30</p> <p>Email: <a href="mailto:currencyservices@centralbank.ie">currencyservices@centralbank.ie</a></p>	<p>Coins issued by the Central Bank</p>	
Teller Services	<p>Lo-Call: 1890 307 607</p>	<p>Provision of a service for the exchange of Euro banknotes and coin, Irish pound banknotes and or coins, issued for circulation by the Central Bank</p>	<p>The service can be received directly at the Central Bank counter which is open from 13.00-15.30 Monday to Friday</p>
Protected Disclosures/W histle-blowing	<p>Lo-Call: 1890 130 014</p> <p>If you are a Pre-Approval Controlled Function Holder please Lo-Call: 1890 130 015</p> <p>Phone lines are open 9.30-17.00 Monday to Friday</p> <p>Email: <a href="mailto:confidential@centralbank.ie">confidential@centralbank.ie</a></p> <p>If you are a Pre-Approval Controlled Function Holder please email <a href="mailto:protecteddisclosures@centralbank.ie">protecteddisclosures@centralbank.ie</a></p> <p>For other related reports please see details <a href="#">here</a></p>	<p>Provision of a centralised facility for members of the public (including employees of regulated firms) to provide information in a confidential form to the Central Bank regarding a breach of financial services legislation or the concealment or destruction of evidence in relation to such a breach</p>	<p>Telephone Calls: Where calls are received out of hours and a voicemail is left which includes contact details, a call back will happen within one working day to acknowledge receipt of the disclosure.</p> <p>Emails: Email disclosures will receive an automatic acknowledgement of receipt with further contact thereafter if required. Post: Disclosures received by post will receive a written acknowledgement within three working days of receipt, if a return address is included</p>



T: +353 (0)1 224 6000  
E: [enquiries@centralbank.ie](mailto:enquiries@centralbank.ie)  
[www.centralbank.ie](http://www.centralbank.ie)



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