

**DEPARTMENT OF DEFENCE**  
**&**  
**DEFENCE FORCES**  
**CUSTOMER SERVICE**  
**ACTION PLAN**



Rialtas na hÉireann  
Government of Ireland

<b>1. <u>INTRODUCTION AND OVERVIEW</u></b> .....	<b>3</b>
<b>2. <u>CUSTOMER SERVICE IN DEFENCE</u></b> .....	<b>6</b>
<b>3. <u>QUALITY CUSTOMER SERVICE ACTIONS AND PERFORMANCE</u></b> .....	<b>8</b>
<b>APPENDIX 1: CUSTOMER <i>CHARTER</i></b> .....	<b>12</b>
<b>APPENDIX 2: COMPLAINTS PROCEDURE</b> .....	<b>16</b>
<b>APPENDIX 3: Principles of Quality Customer Service</b> .....	<b>18</b>
<b>APPENDIX 4: Customer Comment Card</b> .....	<b>20</b>
<b>APPENDIX 5: Useful Contact Details</b> .....	<b>21</b>

# 1. Introduction and Overview

The White Paper on Defence (2015) sets out the State's defence policy framework. The Defence Organisation, which is comprised of the Department of Defence and the Defence Forces, delivers the required Defence outputs. The Department of Defence and Defence Forces Strategy Statement 2017 – 2020 outlines the key strategies and actions to be taken to ensure that all policy requirements are met. The High Level Goal of the Defence Organisation is:

*To provide for the military defence of the State, contribute to national and international peace and security and fulfil all other roles assigned by the Government.*

An overview of the Defence Organisation is set out below.

## Department of Defence

The Department of Defence comprises civil and military elements with distinct but complementary roles. The primary role of the civil element of the Department is to support the Minister as Head of the Department, in particular by providing policy advice and support on Defence matters. The civil element of the Department of Defence is central to the oversight and management of the Defence Votes, the drive for efficiency and the process of change, formulating Defence policy, representing Ireland at EU and international engagements on Defence, defending against litigation and providing a range of services critical to the outputs of the Defence Forces.

The civil element also provides liaison between the Defence Forces and other Government Departments, public authorities, the EU and public representatives. The Secretary General is the Minister's principal policy adviser. The Department also has responsibilities in relation to Civil Defence and Emergency Planning. The Office of Emergency Planning (OEP) is a civil/military office within the Department of Defence. OEP supports the Minister in his role as Chairman of the Government's Task Force on Emergency Planning and presents an annual report to Government. The Office is also responsible for the operation of the National Emergency Coordination Centre (NECC).

Defence Forces Headquarters (DFHQ) is the military element of the Department of Defence. It is headed by the Chief of Staff, who is the Minister's principal military adviser. DFHQ is focused on all aspects of military planning, the development and management of the Defence Forces including ongoing modernisation and transformation, the formulation of military advice and all major strategic issues affecting the Defence Forces. DFHQ comprises a range of military staffs, which have responsibilities ranging from Defence Forces Strategic Planning to Operations, Logistics and Human Resource Management.

## **Civil Defence**

Civil Defence, with an active membership of 3,500, is a volunteer based support organisation, which provides support to the Primary Response Agencies. Policy direction, centralised training through the Civil Defence College, administrative support and guidance and centralised procurement of major items of uniform and equipment is provided by Civil Defence Branch, Roscrea, Co. Tipperary.

## **Defence Forces**

The Defence Forces are organised on conventional military lines providing a sufficiently flexible structure to carry out all the roles assigned by Government. The Defence Forces consist of a Permanent Defence Force (PDF) and a Reserve Defence Force (RDF). The former is a standing force and provides the primary capabilities for military operations at home and military peace support operations abroad. The RDF provides the necessary contingent conventional military capability to augment and assist the PDF, when necessary.

### **Permanent Defence Force**

The Permanent Defence Force consists of the Army, the Air Corps and the Naval Service. The authorised establishment of the Permanent Defence Force is 9,500 personnel.

### **Army**

The Army is structured into two, all-arms Brigades consisting of combat, combat support and combat service support elements. Each brigade is designated a territorial area of responsibility with specific garrison locations. The Defence Forces' Training Centre (DFTC), located in the Curragh, Co. Kildare, supports the training needs for the Permanent and the Reserve Defence Forces. In addition to Permanent Defence Force components, Army Units also have Reserve components.

### **Air Corps**

The Air Corps, based at Casement Aerodrome, Baldonnel, Co. Dublin, consists of an operational headquarters, two operational wings, two support wings, the Air Corps Training College, and a Communication and Information Services Squadron. The operational wings consist of a training/light strike squadron, helicopter squadrons, Garda Air Support unit, a maritime squadron, a transport squadron and a fixed wing reconnaissance squadron. The support wings are tasked with specialist maintenance of the aircraft fleet and administration and logistical support for the Air Corps.

## **Naval Service**

The Naval Service, based in Haulbowline, Co. Cork, has a flotilla of ships, an operational headquarters, an operations command, a support command and a Naval Service College. The support command is responsible for personnel and all logistical, engineering, and maintenance functions. The Naval Service patrol an area approximately eight times the size of the island of Ireland and deploys overseas in support of Government trade missions and peace support operations.

## **Reserve Defence Force**

The Reserve Defence Force consists of the First Line Reserve, the Army Reserve and the Naval Service Reserve:

### **First Line Reserve**

The First Line Reserve (FLR) comprises former Permanent Defence Force personnel. There is no set establishment for the FLR.

### **Army Reserve**

The Army Reserve comprises volunteers who undertake Reserve activities in their spare time. The authorised strength of the Army Reserve is 3,869 personnel.

### **Naval Service Reserve**

The Naval Service Reserve (NSR) is comprised of volunteers who undertake Reserve activities in their spare time. The NSR is divided into two groups known as the Eastern Group and the Southern Group. Each group consists of two companies: Dublin and Waterford in the Eastern Group, Cork and Limerick in the Southern Group. The authorised strength ceiling of the Naval Reserve is 300 personnel.

## **Further information on the Defence Organisation:**

Further information about the work of the Defence Organisation, including detailed information on Defence Forces operations, can be found in the Department of Defence and Defence Forces Annual Report which is available on the Department of Defence website ([www.defence.ie](http://www.defence.ie)). Further information about various components of the Defence Forces is also available on the Defence Forces website ([www.military.ie](http://www.military.ie)).

In addition to the Department of Defence and the Defence Forces, the Customer Charter and Customer Service Action Plan encompass the following bodies under the aegis of the Department:

- The Army Pensions Board
- Defence Forces Canteen Board

The Office of the Ombudsman for the Defence Forces prepares and publishes its own Customer Charter and Customer Service Action Plan.

## 2. Customer Service in Defence

Given the nature of the activities in which the Defence Organisation is engaged, it does not provide services to external 'customers' in the classic sense. For example, there is no requirement for public offices, public counters, call-centres or services which the individual citizen needs to request on demand. Services are typically provided to the community collectively. In delivering these services, the Department of Defence and the Defence Forces interact with Government Departments, State Agencies and International Organisations in defining service delivery targets. Memoranda of Understanding and Service Level Agreements are mechanisms that are used to define and monitor service delivery at this level.

In addition to the delivery of a range of defence services on behalf of the citizens of the State, the Department and the Defence Forces also interact with a smaller pool of organisations and individual customers on a range of issues relating to the management and delivery of Defence services. Direct service provision to individual members of the community takes the form mainly of payments to Defence Force pensioners and to suppliers of goods and services, assisting those who want to supply goods or services to the Department or the Defence Forces, and in supporting recruitment to the Defence Forces.

The Department of Defence and the Defence Forces are committed to the provision of a high standard of quality customer service to Government and to those individuals and organisations with whom we interact.

Since the publication of our previous Customer Service Action Plan, we have monitored our progress in improving quality customer service within the Department of Defence and the Defence Forces respectively, the processes and feedback were as follows:

- Each Branch within the Department reported on a quarterly basis with respect to the timeliness of reply to customer correspondence, the level of customer contact received through Irish and the number of customer complaints and their resolution.
  - The quarterly returns highlighted that the acknowledgement of written correspondence within 3 working days is 99%. The rate of response within 3 working weeks in 2017 is 99.7%
- A review within the Defence Forces examined internal communications mechanisms and highlighted recommendations for improvement.
  - The Defence Forces public relations guidelines have been reviewed to include these recommendations. Initiatives in this area include the establishment of the Electronic Notice Board network for the fast and efficient delivery of master messages to all members of the Defence Forces.

- The Defence Organisation reviewed its external online media platforms and followed through with recommendations for improvement.
  - The Department of Defence website [www.defence.ie](http://www.defence.ie) has been redeveloped to ensure an enhanced customer experience.
  - Considerable developments have taken place in the area of new media outlets with ongoing redevelopment such as [www.military.ie](http://www.military.ie) and the establishment of a pro-active and constant Defence Forces presence on social media websites such as Facebook and Twitter. All of these mechanisms have been used to engage in a positive manner with the customers of the Defence Forces.

## **Customer Service Charter and Action Plan**

We remain committed to the ongoing development of quality customer service. The improvement of service to our customers is based on the progress already made by both the Department of Defence and the Defence Forces in the implementation of our Strategy Statement 2017 to 2020, our previous Customer Service Action Plans and Customer Charters. It also encompasses the views expressed by those to whom we deliver services, through our consultation and evaluation processes.

The views of our customers have helped shape this new Customer Service Action Plan and we are grateful for their contribution. We view internal and external customer feedback as being an essential part of the Quality Customer Service initiative and we endeavour to learn from and act on the feedback received.

This new plan sets out how the principles of quality customer service are to be implemented by the Defence Organisation and reflects:

- the progress already made by both the Department of Defence and the Defence Forces in previous Customer Service Action Plans and Charters;
- the views expressed by those to whom we deliver services through the consultation and evaluation process; and
- the revised guidelines for the preparation of Customer Charters and Customer Service Action Plans provided centrally for the enhancement of customer service delivery across the public service.

The new action plan sets out our customer service commitments across a range of headings and describes, with reference to the principles of quality customer service, how we intend to deliver on those commitments. Finally, the plan sets out the mechanisms in place to regularly monitor and report on the progress we are making in meeting these customer service commitments.

We have included the Customer Charter as part of this publication (**Appendix 1**). The Customer complaints procedure is included (**Appendix 2**), which is published together with the Customer Charter. While the Customer Service Action Plan and Customer Charter do not create any new legal rights for our customers, we will do our utmost to meet the standards and targets contained therein. The principles of quality customer service form an integral part of this action plan (**Appendix 3**). Our customer comment card is available on our website and at all Department offices (**Appendix 4**). Finally, a list of useful contact details for the organisation is provided for customers (**Appendix 5**).

The following section sets out the key actions we will undertake in order to enhance the quality of our customer service, and the indicators that we use to measure our performance.

### 3. Quality Customer Service Actions and Performance

Our actions are grouped under headings that align with the principles of quality customer service, as outlined in Appendix 3.

#### Setting Standards, Consultation and Monitoring

Consultation with customers, clearly defined and appropriate customer service standards and ongoing monitoring of delivery, are essential components of quality customer service. As outlined in the previous section, the Department and the Defence Forces are committed to engaging with our customers and eliciting feedback and this process has informed this revised action plan. The following actions set out how we will meet these requirements and measure our success.

<b>Actions:</b>	<b>Performance Indicators:</b>
Publish a Customer Charter and Customer Action Plan which embraces the principles of quality customer service	<ul style="list-style-type: none"> <li>• Publish Charter and Action Plan</li> <li>• Documents embrace the principles of quality customer service</li> </ul>
Inform customers of our Customer Charter and Customer Service Action Plan	<ul style="list-style-type: none"> <li>• Both documents published on the Department's and the Defence Forces' websites</li> </ul>
Monitor complaints received and use the feedback to improve service delivery	<ul style="list-style-type: none"> <li>• Register of complaints is maintained and updated on an ongoing basis</li> <li>• All complaints are dealt with speedily and effectively</li> <li>• Quality of service is monitored and reviewed on an on-going basis</li> <li>• Maintain or improve level of satisfaction, as indicated from customer survey</li> </ul>



Continuously improve customer service awareness among organisational staff	<ul style="list-style-type: none"> <li>• Level of satisfaction, as indicated through feedback</li> </ul>
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## Provision of Information, Timelines, Courtesy and Access

The provision of clear, accurate and relevant information, which is accessible to all our customers, is key to the delivery of quality customer service within our organisation. We are committed to ensuring that all of our offices are clean, safe and compliant with occupational health and safety standards. The following outlines our commitments regarding the above actions to achieving the Organisation's customer service goals successfully.

<b>Actions:</b>	<b>Performance Indicators:</b>
Ensure information on our websites is accurate, relevant and easily accessible to our customers	<ul style="list-style-type: none"> <li>• Information is communicated in accordance with the organisation's guidelines for written communications</li> <li>• Number of queries arising where relevant information was not available on our website</li> </ul>
Deal with customer correspondence in a prompt manner. For example, customer correspondence acknowledged within 3 working days and definitive reply provided within 3 working weeks. Where it is not possible to provide a definitive reply within this period an interim reply will be provided explaining the position	<ul style="list-style-type: none"> <li>• A minimum of 95% of customer correspondence to meet these standards</li> </ul>
Be courteous in all our dealings	<ul style="list-style-type: none"> <li>• Monitor the number of customer complaints relating to discourtesy</li> </ul>
Provide accommodation that is clean, safe and compliant with occupational health and safety standards	<ul style="list-style-type: none"> <li>• Comply with health and safety requirements and the requirements for access by people with disabilities and other special needs</li> </ul>
Enhancement of the channels used to communicate with customers	<ul style="list-style-type: none"> <li>• Provide information directly to customers to enhance their interaction with the Defence Organisation</li> </ul>
Keep customers informed of new material available	<ul style="list-style-type: none"> <li>• Update customers on an on-going basis of new developments</li> </ul>

## Equality and Diversity

The Defence Organisation is committed to according fair and equal treatment irrespective of race, gender, socioeconomic status, language and other social attributes. We are committed to recognising staff as internal customers and the important role they have in contributing to the continuing success of our organisation. The on-going development of our organisation's websites is an important element of our strategy for providing a broader range of choice in accessing information.

<b>Actions:</b>	<b>Performance Indicators:</b>
Continue to promote equality and diversity awareness	<ul style="list-style-type: none"> <li>• Indicated through a range of measures such as appropriate HR policies and specific training initiatives</li> </ul>
<p>Staff are supported in the workplace by their colleagues and by the Defence Organisation.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Timely response to staff requests for support from Information and Communication Technologies Branch</li> <li>• Financial, Management, HR and other relevant information maintained up-to-date on our intranets</li> </ul>	<ul style="list-style-type: none"> <li>• All helpdesk calls logged and followed up in a timely manner until closure</li> <li>• Timely update of data</li> </ul>
Continue to fulfil the commitments outlined in our Schemes under the Official Languages Act 2003	<ul style="list-style-type: none"> <li>• Obligations of our Scheme fulfilled as demonstrated from results of audit by An Coimisinéir Teanga</li> </ul>
Continue to establish strong working relationships between Departmental and Defence Forces staff to enhance communications and customer service	<ul style="list-style-type: none"> <li>• The Department's Customer Service Officer and the Defence Forces Customer Service Officer to liaise on a regular basis so as to exchange relevant information and ideas</li> </ul>

## Customer Complaints

The Department and the Defence Forces are committed to implementing the standards of best practice for public servants in dealing with complaints from customers. Complaints will be addressed in accordance with the procedures outlined in Appendix 2 of this Customer Service Action Plan.

<b>Actions:</b>	<b>Performance Indicators:</b>
Complaints are processed in accordance with the complaints procedure	<ul style="list-style-type: none"><li>• Complaints register is reviewed to ensure full compliance with the complaints procedure</li></ul>

## Review

This Customer Action Plan will be reviewed in line with the Customer Charter.

# Appendix 1: Customer Charter

## Department of Defence & Defence Forces

### Customer Charter 2017 – 2019

The High Level Goal of the Defence Organisation is:

*To provide for the military defence of the State, contribute to national and international peace and security and fulfil all other roles assigned by Government.*

#### Services to our Customers

The Department of Defence and the Defence Forces are committed to the provision of the highest standard of customer service to the individuals and organisations, with whom we interact. This Charter<sup>1</sup> sets out the standards of service we aim to provide in accordance with the principles of quality customer service, as approved by Government.

Given the nature of the activities we are engaged in, the Defence Organisation does not provide services to external ‘customers’ in the classic sense. For example, there are no public offices, public counters or call centres where the individual citizen can request services on demand. Services are typically provided as a public good benefitting whole communities.

#### Bodies Encompassed

This Customer Charter encompasses the following bodies under the aegis of the Department:

- The Army Pensions Board
- Defence Forces Canteen Board

The Office of the Ombudsman for the Defence Forces prepare and publishes its own Customer Charter and Customer Service Action Plan.

#### Service Standards

##### Correspondence

- We will acknowledge written and electronic customer correspondence within 3 working days of receipt, unless a definitive reply can be issued within 5 days

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<sup>1</sup> While the Customer Service Action Plan and Charter do not create any new legal rights we will do our utmost to meet these standards and targets

- We will provide a definitive reply, where possible, to customer correspondence within 3 working weeks, otherwise an interim reply will issue
- We will ensure that customer correspondence carries a contact name and direct dial telephone number

## **Telephone Services**

- We operate a telephone service during routine business hours
- We will answer calls promptly and in a courteous and friendly manner, identify ourselves to callers when answering a telephone query and provide a contact name and telephone number
- We will provide information as quickly as possible and ensure that if we are unable to deal with a query promptly, we will call back as soon as possible
- We will respond promptly when voice mails are received

## **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 ensuring equality of treatment

## **Visits to our offices**

- If you make an appointment to visit our offices, you will be advised in advance of the security arrangements applicable and then met by a member of staff on arrival
- We provide a service during routine business hours
- Our main offices are accessible to people with disabilities. Should you have any concerns or special needs, please let us know how we may help

## **Information**

- We will ensure that information is communicated in clear, easy to understand language
- We will publish speeches and press releases on our websites within one working day
- All key publications are available on our website, including our Customer Service Action Plan and Customer Charter
- We will cooperate with other Government Departments in making on-line access to services easier

## **Services through Irish**

- Every effort will be made to deliver services through Irish in a seamless manner, if requested. Correspondence received in Irish will be answered in Irish. Forms/leaflets for external customers will be available bilingually in accordance with the Official Languages Act 2003
- We will publish simultaneously in Irish and English a number of key documents relating to the Department including our Strategy Statement and the Annual Report. Material in Irish will also be included on our websites
- Má scríobhann tú chugainn as Gaeilge, freagróimíd í nGaeilge

## **Evaluation & Reporting**

- We will evaluate our performance against the commitments in this Charter and use feedback received to improve on service delivery
- We will report on performance in our Annual Report

## **Help us to help you**

- Please quote reference numbers when contacting us about an existing application or query
- Please provide your contact details in all correspondence
- Please treat our staff courteously, as you would wish to be treated yourself
- Feel free to make comments or suggestions about the service you receive
- If you have any specific needs, please let us know

## **Complaints Procedure**

- Our customer complaints procedure is in addition to your statutory right to make a complaint to the Ombudsman. We will co-operate with the Ombudsman or any other authorised person/organisation that acts on your behalf
- Complaints can be brought to the attention of the Customer Service Officer

## **Our Commitment to You**

- The Department and the Defence Forces will deliver a quality service with courtesy, sensitivity and the minimum delay with mutual respect between provider and customer

## Where to find us

The Department of Defence and Defence Forces Headquarters are located at Station Road, Newbridge, Co. Kildare, W12 AD93

## Other offices are located at

- Áras an tSáile, Renmore, Galway, H91 AN2E
- Benamore, Roscrea, Co. Tipperary, E53 CY80
- National Emergency Coordination Centre, Agriculture House, Kildare Street, Dublin 2, D02 WH12

## Contact Details

### Telephone

Department of Defence & Defence Forces Headquarters (045) 492000 or (045) 49 + Extension

Newbridge, Co Kildare, W12 AD93

Defence Forces Headquarters, Duty Officer (24 hrs) (01) 8042721

Department of Defence (091) 743700 or (091) 74 + Extension

Renmore, Galway, H91 AN2E

Civil Defence Branch (0505) 25310

Roscrea, Co. Tipperary, E53 CY80

Office of Emergency Planning (01) 2373800

Kildare Street, Dublin 2, D02 WH12

### Websites

[www.defence.ie](http://www.defence.ie)

[www.military.ie](http://www.military.ie)

[www.civildefence.ie](http://www.civildefence.ie)

[www.emergencyplanning.ie](http://www.emergencyplanning.ie)

[www.winterready.ie](http://www.winterready.ie)

### Customer Service Officers

Customer Service, Department of Defence, Station Road, Newbridge, Co. Kildare, W12 AD93

Tel: (045) 492114      Email: [customer@defence.ie](mailto:customer@defence.ie)

Defence Forces Customer Service Officer, Station Road, Newbridge, Co. Kildare, W12 AD93

Tel: (045) 445306      Email: [info@military.ie](mailto:info@military.ie)

## **Office of the Ombudsman**

18 Lower Leeson Street, Dublin 2, D02 HE97

Tel: (01) 6395600      LoCall: 1890 223030      Fax: (01) 6395674

Email: [ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie)      Web: [www.ombudsman.gov.ie](http://www.ombudsman.gov.ie)

## **Appendix 2: Complaints Procedure**

### **Department of Defence and Defence Forces**

We are always willing to address complaints from customers who are not fully satisfied with the level of customer service they receive. A complaint is defined as an expression of dissatisfaction with the quality of customer service, as outlined in the Customer Charter, provided by the organisation.

### **How do I make a complaint**

- In the first instance, the matter should be brought to the attention of our staff in the Branch/Section concerned. The staff will try to resolve the matter without delay. The complaint can be made either orally or in writing.
- If staff in the Branch/Section concerned cannot resolve the matter or you are unhappy with the outcome, you can ask for the matter to be considered by a more senior officer within the relevant Branch.
- If, at this stage, you remain dissatisfied with the findings, your complaint should be directed as follows:
  - To the Department of Defence Customer Service Officer, Station Road, Newbridge, Co. Kildare, W12 AD93 by email: [customer@defence.ie](mailto:customer@defence.ie) or (045) 492114



- To the Defence Forces Public Relations Branch, Defence Forces HQ, Station Road, Newbridge, Co. Kildare, W12 AD93 by email: [info@military.ie](mailto:info@military.ie) or (045) 445306

The handling of your complaint will be reviewed and you will be advised of the options available should you wish to bring the matter further. The review will ensure that the principles of the Customer Service Action Plan have been adhered to in the circumstances of the case.

- If you are not satisfied with the outcome of your complaint or the manner in which it was handled, you may wish to refer the matter to the Ombudsman.
- Our customer complaints procedure is in addition to your statutory right to make a complaint to the Ombudsman, who may be contacted at Office of the Ombudsman, 18 Lower Leeson Street, Dublin 2, D02 HE97  
Tel: (01) 6395600 LoCall: 1890 223030 Fax: (01) 6395674 Web: [www.ombudsman.gov.ie](http://www.ombudsman.gov.ie)

We will cooperate with the Ombudsman or any other person/organisation acting on your behalf.

## **Our Standards for Handling Complaints are**

- We will treat complaints impartially, sensitively and in confidence
- We will log complaints and attempt to resolve matters at the first point of contact
- We will ensure complaints are dealt with promptly and provide a definitive reply within a reasonable timeframe while ensuring regular contact with the customer throughout
- If we cannot give you what you are looking for, we will explain why
- If we have made a mistake, we will apologise, explain what happened and we will attempt to rectify the situation
- A customer comment card is included to assist customers in providing feedback  
**(Appendix 4)**

## **Appendix 3: Principles of Quality Customer Service**

### **Quality Service Standards**

Publish a statement that outlines the nature and quality of service which customers can expect and display it prominently at the point of service delivery.

### **Internal Customer**

Ensure staff are recognised as internal customers and ensure they are properly supported and consulted with regard to service delivery issues.

### **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 regulations, forms, information leaflets and procedures.

### **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 equality 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.

### **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.

### **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.

## **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.

## **Better Co-ordination**

Foster a more co-ordinated and integrated approach to delivery of public services.

## **Timeline 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.

## **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.

## **Complaints**

Maintain a well-publicised, accessible, transparent and simple to use system of dealing with complaints about the quality of service provided.

## **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 service.

## **Data Protection**

The Department of Defence will treat personal data that you provide as confidential, in accordance with General Data Protection Regulations and Data Protection Legislation. Personal data may be exchanged with the Defence Forces or other Government Departments in accordance with law.

# Appendix 4: Customer Comment Card



An Roinn Cosanta  
Department of Defence

## CUSTOMER COMMENT CARD

Department of Defence & Defence Forces



We welcome your comments. If you wish to provide a comment, please complete this form and submit it to the Customer Service Officer, Customer Service, Department of Defence, or Defence Forces Customer Service Officer, Station Road, Newbridge, Co. Kildare, W12 AD93

### Comments & Suggestions

Name:

Address:

Telephone:

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Email:

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*The Defence Organisation will treat personal data that you provide as confidential, in accordance with the General Data Protection Regulation and Data Protection Legislation. Personal data may also be exchanged with other Government Departments in accordance with law. Full details of the Department of Defence Data Protection Policy can be found on our website at [www.defence.ie](http://www.defence.ie); by email from [dataprotection@defence.ie](mailto:dataprotection@defence.ie) or in writing from Data Protection Office, Department of Defence, Station Road Newbridge, Co. Kildare, W12 AD93*



Rialtas na hÉireann  
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## Appendix 5: Useful Contact Details

### Defence Organisation Main Offices

Department of Defence and Defence Forces Headquarters, Station Road, Newbridge, Co. Kildare, W12 AD93	Tel: (045) 492000
Áras an tSáile, Renmore, Galway, H91 AN2E	Tel: (091) 743700
Benamore, Roscrea, Co. Tipperary, E53 CY80	Tel: (0505) 25310
National Emergency Coordination Centre, Agriculture House, Kildare Street, Dublin 2, D02 WH12	Tel: (01) 2373800

Direct Dial inwards: If you know the extension of the person you wish to contact, you may dial their extension directly by using the following prefixes:

Newbridge – 04549 + four digit extension

Renmore – 09174 + four digit extension

### Email Addresses

	Department of Defence	Defence Forces
<b>Customer Service</b>	<a href="mailto:customer@defence.ie">customer@defence.ie</a>	<a href="mailto:info@military.ie">info@military.ie</a>
<b>Information Office</b>	<a href="mailto:info@defence.ie">info@defence.ie</a> <a href="mailto:eolas@defence.ie">eolas@defence.ie</a>	<a href="mailto:info@military.ie">info@military.ie</a>
<b>Press Office</b>	<a href="mailto:pressoffice@defence.ie">pressoffice@defence.ie</a>	<a href="mailto:press@military.ie">press@military.ie</a>
<b>FOI Requests</b>	<a href="mailto:foi@defence.ie">foi@defence.ie</a>	<a href="mailto:foi@defenceforces.ie">foi@defenceforces.ie</a>

### Websites

Department of Defence

[www.defence.ie](http://www.defence.ie)

Defence Forces

[www.military.ie](http://www.military.ie)

Office of Emergency Planning

[www.emergencyplanning.ie](http://www.emergencyplanning.ie)

Civil Defence

[www.civildefence.ie](http://www.civildefence.ie)

Winter Ready

[www.winterready.ie](http://www.winterready.ie)