

Customer Action Plan 2024-2027

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The Land Development Agency
2nd Floor Ashford House
Tara Street Dublin 2
D02 VX67

Get in touch
info@lda.ie
+353 (0) 1 910 3400
www.lda.ie

Media Queries: media@lda.ie
Freedom of Information: foi@lda.ie
Protected Disclosure: protected.disclosures@lda.ie

Introduction

The Customer Action Plan 2024-2027 describes how the commitments and standards set out in the Customer Charter will be delivered and evaluated by the Land Development Agency (the LDA). DPER have set out twelve Guiding Principles of Quality Customer Service for public sector organisations and the Action Plan describes the LDA's services and commitments. The LDA's aim is to provide the highest quality of service to all customers. Over the period of the Plan, 2024-2027, the LDA will continue to encourage feedback from customers, evaluate and, where possible, continuously improve the quality of service offered.

The LDA, established in September 2018, is a key Government initiative to develop public land for housing delivery. The LDA is overseen by an independent board of directors and the Government has provided the LDA with an initial property portfolio, since augmented by an additional stream of housing through Project Tosaigh, and initial equity. The Land Development Agency Act 2021 was enacted in July 2021.

The main functions of the LDA are:

- to enable urgent measures to be taken to increase the supply of housing in the State and in particular affordable and social housing. In the delivery of its functions, the LDA is committed to providing customer service of the highest standards to the public and stakeholders, with a focus on remaining professional, open and transparent.
- to ensure that public land which is not being utilised or is under-utilised is made available for housing in the State.

This document sets out the service experience that the LDA aims to provide to the public and stakeholders through the provision of information on:

- our standards of service
- how to provide feedback on the service provided by the LDA
- how to make a complaint relating to the service provided by the LDA

The LDA's Commitment to the 12 Principles of Quality Customer Service

The Agency is wholly committed to providing the highest levels of service to all our customers in accordance with the 12 Principles of Quality Customer Service. The way in which the Agency will honour these principles is set out in our Customer Charter.

Quality Service Standards

The LDA will publish a statement that outlines the nature and quality of service which the customer can expect, and the agency will display it prominently at the point of service delivery.

Equality/Diversity

The LDA will ensure that 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 are followed in their interactions with us. We will deal with you in a fair and open manner irrespective of gender, marital status, family status, age, disability, sexual orientation, race and ethnicity, including membership of the Traveller Community, and religion.

Physical Access

The LDA does not provide a public office service or facility.

The LDA provides staff with clean, accessible offices that ensure privacy, comply with occupational health and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

Information

The LDA will 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. The Agency will ensure that the potential offered by Information Technology is fully availed of and that the information available on our websites follows the guidelines on web publication. The LDA will continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

Timeliness and Courtesy

The staff of the LDA undertake to deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer.

This climate of mutual respect represents a social contract between the Agency and the public we serve. To safeguard this and the welfare of our staff, in the event of an abusive customer, Agency staff will in the first instance attempt to deescalate but will be forced to disengage if the behaviour persists.

Complaints

The LDA is committed to dealing with issues of customer dissatisfaction with quality of service in an objective, consistent, open and fair manner. The LDA will maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.

Note this refers to complaints about general customer service, for example, delays in responding to queries, website complaints or poor service. It does not deal with complaints regarding the conduct of the Agency, or of a decision made.

Appeals

The LDA will 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.

Consultation and Evaluation

The Agency will provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. The LDA will ensure meaningful evaluation of service delivery.

Choice

The LDA makes every effort to provide choice, where feasible, in-service delivery including payment methods, location of contact points, opening hours and delivery times. The Agency will use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

Official Languages Equality

The LDA is not currently covered by the Official Languages Act, 2003. However, the LDA will, where possible, provide quality services through Irish and/or bilingually on request and respect the rights customers to choose to be dealt with through one or other of the official languages. Where bilingual or Irish medium service is requested, please allow some additional time for its provision.

Better Coordination

The LDA commits to fostering a more coordinated and integrated approach to delivery of public services through working in partnership with a range of organisations in Ireland including government departments, Local Authorities, community groups business groups, sector regulators.

Internal Customers

The LDA is committed to ensuring that staff members are also recognised as customers and that they are properly supported and consulted with regard to service delivery issues.

Putting the 12 Principles of Quality Customer Service into Practice

Statutory Obligations

In addition to undertakings given in our Customer Action Plan and Customer Charter, we believe it is important that all the LDA staff are aware of their statutory obligations.

The Agency is fully committed to fulfilling all relevant statutory obligations in relation for example to Data Protection, Equality, Freedom of Information, and Safety, Health & Welfare at Work.

To this end training is provided in the above areas.

How to Contact Us

Staff of the LDA are available by phone or email during normal office hours excepting, at present, lunchtimes. The current hours for incoming telephone calls are as follows:

Monday – Thursday: 9.00am – 5.30pm

Friday 9.00am – 5.00pm.

Please note that the phonenumber may not be attended during lunchtimes.

You can contact the LDA using the following methods:

Address	The Land Development Agency, 4th Floor, Ashford House, Tara Street, Dublin, D02 VX67
Phone	+353 (01) 910 3400.
Email	info@lda.ie
Protected Disclosures	protected.disclosures@lda.ie
FOI and AIE Requests	foi@lda.ie
Data Protection	data.protection@lda.ie
Media Queries	media@lda.ie
Complaints	Senior Compliance Manager, LDA, 4th Floor Ashford House, Tara Street, Dublin 2, D02 Compliance@lda.ie

Whether by phone or email the staff of the LDA are committed to responding to your query promptly and courteously. Depending on the service you are trying to access you may receive an acknowledgement and/or an interim response. In most cases you may expect a reply to your query, in writing or by phone, within 3 to 4 working days.

In most cases staff will provide contact information to enable efficient transactions between customers and staff.

Unfortunately, depending on the complexity of your query it may not always be possible to deliver this service within a set timeframe, in such cases an interim response will be issued.

The LDA is committed to dealing with issues of customer dissatisfaction with quality of service in an objective, consistent, open and fair manner. You have a right to complain if the standard of service we provide is not up to the standard set out in this Charter. Complaints will be addressed as quickly as possible, and complainants will be kept informed of progress. If you have a customer service complaint, please follow the LDA complaint procedure which is outlined in this document.

To Make a Formal Complaint

You should address your complaint to the Senior Compliance Manager, LDA, 4th Floor Ashford House, Tara Street, Dublin 2, D02 VX67.

A complaint can also be made by e-mail to info@lda.ie

If a complaint is deemed valid it will be forwarded to the responsible person in the area to which the complaint refers.

All complaints will receive a reply. We will issue an acknowledgement within five working days and a full response no later than 28 days of receipt of complaint. You will be advised if there will be any deviation from this timescale and kept informed of progress.

Appeals

If you are dissatisfied with the response you can appeal to the Head of Corporate Services & Operations, LDA, 4th Floor Ashford House, Tara Street, Dublin 2, D02 VX67. An internal review will then be carried out and a final decision made within 4 working weeks.

NOTE:

The procedure does not cover complaints about activities where there are statutory mechanisms to deal with complaints such as Freedom of Information (FOI)/Access to Information on the Environment (AIE) and General Data Protection Regulation (GDPR).

Access to Records

When you avail of the statutory mechanisms supplied by the Freedom of Information Act 2014, the Access to Information on the Environment Regulations and the Data Protection legislation to seek access to records held by the LDA, every effort will be made to make these available to you in the shortest possible time and within legislative timeframes.

Requests for disclosure of non-personal records can be submitted as a Freedom of Information request. Requests for your own personal records will still be considered but a Data Subject Access Request may be more appropriate for this purpose. Employees or former employees may find it easier to contact Human Resources directly to request their personal information before resorting to statutory mechanisms.

Freedom of Information and Access to Information on the Environment requests to the LDA should be addressed to foi@lda.ie

Requests made under Data Protection legislation including subject access requests should be addressed to data.protection@lda.ie.