

Customer Charter



An Ghníomhaireacht Forbartha Talún
The Land Development Agency

19 February 2024

1. OUR COMMITMENT TO YOU

To deliver high-quality services to you in an effective and caring manner. Please note that the Land Development Agency does not operate a public walk-in office.

2. COURTESY & CONSIDERATION

You are at all times entitled to be served:

- Promptly and in a courteous manner.
- With due regard to privacy and confidentiality.
- By helpful staff.

3. OPENNESS & IMPARTIALITY

We undertake to:

- Deal with you in a fair and open manner.
- Discuss any aspect of your dealings with us.
- Explain how a decision was reached by us.
- Put in place a complaints procedure for customers dissatisfied with the quality of service received.

4. THE AGENCY'S PERFORMANCE

We undertake to:

- Monitor and evaluate our performance.
- Examine the development and delivery of our services in order to meet your needs.
- Train our staff to meet your needs on an ongoing basis.

5. REVIEW

Our services will be continually reviewed by staff and improved where necessary.

6. CUSTOMER RESPONSIBILITIES

What we ask of you

The LDA commits to delivering the best possible service to you in an effective and respectful manner.

In order to help us to keep our commitment, we expect that you:

- Treat staff in a courteous, civil and fair manner in all your dealings with us, whether that is in person, by phone, in writing or online.

We will not accept:

- The use of offensive, threatening or inappropriate written or oral language towards staff and/or members of the public.
- The use of violence or the threat of violence towards staff and/or members of the public.
- Photography and filming without permission.

The LDA will support staff in their customer service role. We recognise our staff as internal stakeholders and will provide them with the same level of courtesy, facilities, and level of service as external customers. The LDA recognise our responsibility to provide a work environment where dignity, safety and respect are promoted. It is the LDA's policy that every member of staff has a right to work in an environment free of any form of bullying, harassment, or sexual harassment.

If we consider your behaviour to be unacceptable, we will tell you why and ask you to change it. If this behaviour continues, we will take action to put limits on your contact with our facilities and services. Staff of the LDA reserve the right to disengage from customers in the event of abuse or intimidation.

The LDA fulfils its obligations under the Equal Status Acts 2000-2018 and Safety, Health and Welfare at Work Act 2005.