



Customer Action Plan 2021-2024

Updated
29 September
2021

Introduction

The Customer Action Plan 2021-2024 describes how the commitments and standards set out in the Customer Charter will be delivered and evaluated by the Land Development Agency (LDA). The Government has 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, 2021-2024, the LDA will continue to encourage feedback from customers, evaluate and, where possible, continuously improve on the quality of service offered.

The Land Development Agency (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 committed to providing the LDA with an initial portfolio of seven sites and initial equity of up to €1.25 billion. 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.
- to counteract segregation in housing between persons of different social background.
- to enable the sustainable development of new and regenerated communities well-served by schools, infrastructure that promotes and facilitates cycling or walking, public transport and public amenities,

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

LDA's Commitment to the Principles of Quality Customer Service

1. Quality Service Standards

The LDA is committed to carrying out all its functions in a fair, impartial, balanced and transparent manner. The LDA's aim is to provide a professional and efficient service to all stakeholders and act with integrity at all times. The standards of service customers can expect when interacting with us are outlined in our Customer Charter. The Customer Charter and Customer Action Plan are available on our website www.lda.ie. Both the Charter and Action Plan can be made available in hard copy, upon request.

2. Equality/Diversity

The LDA is dedicated to ensuring that no one is discriminated against 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 and religion.

3. Physical Access

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

4. Information

The Land Development Agency does not provide a public office service or facility. You can contact the Land Development Agency using the following methods:

Email

You may wish to email your query to info@lda.ie

Website

You may wish to submit your query using the information provided on the Contact Us section of our website, <https://lda.ie/contact/>

Telephone

You may wish to contact us by phone on +353 1 910 3400.

The LDA is open during normal office hours. The current hours for incoming telephone calls are as follows:

- Monday – Friday: 9.00am – 5.30pm

5. Timeliness and Courtesy

The staff of LDA undertake to be prompt, helpful, patient and courteous in all dealings with the public whether in written, telephone or face to face contact in its offices, at meetings or any other events.

Website Communication

If you contact us through the LDA's website at www.lda.ie, we will endeavour to:

- Acknowledge receipt of your query within three working days
- Provide you with a response in writing and/or by telephone within fifteen to twenty working days.
- In some cases, this will be an interim response, but we will advise you when a final response will issue.
- Ensure that all communications contain a staff contact name, telephone number and email address

Written Communication including Emails

If you contact us by letter or e-mail, we will endeavour to:

- Send you a written response acknowledging receipt of your query within three working days.
- Provide you with a response in writing and/or by telephone within fifteen to twenty working days.
- In some cases, this will be an interim response advising of when a final response will issue.
- Ensure that all written communications contain a staff contact name, telephone number and email address.

Telephone Communication

If you contact us by telephone, we will endeavour to:

- Answer your call promptly during office hours 9am to 5pm Monday – Friday.
- Give you our name and area of work when we answer.
- Respond to voice messages as soon as possible.
- Provide you with the information you require.
- Telephone you back if we are unable to deal with your query immediately.
- Make it easy to contact us on tel: +353 1 9103400.

Communication with Suppliers

We will operate clear, impartial and transparent tendering and purchasing procedures in accordance with Public Procurement Guidelines. We will ensure that payments to suppliers are made in accordance with the EU regulations.

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.

Data Protection requests to the LDA should be addressed to data.protection@lda.ie.

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

6. Complaints

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, customers are requested to follow the LDA complaint procedure which is outlined in this document.

To Make a Formal Complaint

You should address your complaint to the Compliance Manager, LDA, 2nd 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.

7. Appeals

If you are dissatisfied with the response you can appeal to the Head of Corporate Services, LDA, 2nd 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 and General Data Protection Regulation (GDPR).

8. Consultation and Evaluation

Consultation and feedback are important to help us to understand customer and stakeholder expectations, requirements and any deficiencies in the services we provide. Our Customer Charter includes mechanisms for providing feedback on our service delivery on an ad-hoc basis.

9. Choice

The LDA makes every effort to provide multiple ways for our customers to access our services, find information about us and to contact us.

In addition to our website, the LDA uses social media platforms, including Twitter and LinkedIn to update stakeholders on LDA activities. Please note that these media platforms are a broadcast only service.

10. Official Languages Equality

The LDA makes specific provision for delivery of its services in the Irish language. In doing so, it is guided by the provisions of the Official Languages Act, 2003.

The LDA will endeavour to ensure that communication received in the Irish language (written and verbal), is responded to in the Irish language. A number of staff are competent in Irish and will, where possible, address queries in Irish.

11. Better Coordination

The LDA works in partnership with a range of organisations in Ireland including government departments, Local Authorities, community groups business groups, sector regulators.

12. Internal Customers

The LDA is committed to ensuring that staff members are also recognised as customers. We are committed to supporting our staff to enable the provision of an excellent service both internally and externally.