

SFPC Policy		Customer Charter & Customer Action Plan	
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Shannon Foynes
PORT COMPANY

Customer Charter & Customer Action Plan

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Introduction

About Shannon Foynes Port Company

Shannon Foynes Port Company (SFPC) is committed to ensuring that all customers and stakeholders in our facilities are provided with excellent and efficient service. This includes efficiency in the delivery of our operational services as well as courtesy and professionalism in how we interact with port users, employees and stakeholders.

Our key activities centre on the provision of a safe haven for shipping in the Shannon Estuary by traffic management within the port limits; the maintenance and development of terminal and shore-side facilities; and the operation of cargo handling and logistic services.

Quality Customer Service

The provision of quality customer service is central to Shannon Foynes Port Company activities and we strive to continually improve our business practices in order to provide the highest standards in our dealings with our customers.

In carrying out our roles and responsibilities, our staff are committed to providing a professional, efficient and courteous service in accordance with the [12 Principles of Quality Customer Service](#) (Quality Customer Service Initiative, Department of Public Expenditure & Reform). These 12 principles are reproduced at Appendix A.

The way in which we will honour our commitments to providing quality service are set out in our Customer Charter included in this document. Our Customer Action Plan also identifies the ways in which we will monitor our performance and the measures we will provide to address any issues where our customers feel that they have not been dealt with in accordance with our commitments.

Customer Charter

This Charter has been developed with the aim of providing a quality service for our customers that will be delivered by SFPC staff members in a considerate, courteous and helpful manner. In return, we expect our staff to be treated with courtesy and respect.

SFPC Management System

In order to provide a consistently high and continually improving service SFPC has elected to use a formal system in order to facilitate the management and development of the company. This system is based on an integrated model and as a guiding principle the understanding and delivery of its Customer and/or interested parties' requirements is key to attaining its short and long-term objectives. These include:

- *Understand the current and future needs of our customers and reflect these in our operating policies and systems and overall business strategy*
- *Implement management processes and measurements which support the delivery of our business strategy*
- *Ensure that all our employees are trained and competent to support delivery of our service objectives*
- *Work with suppliers and other business partners in an open and transparent way to align our mutual interests and derive maximum value for our business strategy*
- *Maintain a system of ongoing review and focus on continual improvement of all our processes*
- *Adhere to all statutory obligations and comply with the requirements of our Shareholder*
- *Maintain certification of the Management System to internationally recognised quality management standards.*

The Responsibility for the overall direction and objectives of the Management Policy lies with the Chief Executive and Management Team, who ensure that the Policy is understood, implemented and maintained at all levels of the organisation. All employees are responsible for understanding the requirements related to their function.

Our Commitment to You

SFPC is committed to providing a professional, efficient and courteous service to all our customers.

Contacting Us

We will provide details of the various ways in which we may be contacted on our website. We will provide specific contact information in all correspondence.

Responding to You

We will provide clear, timely and accurate replies to all correspondence we receive, including e-mails. We will respond in plain English/Irish avoiding, if at all possible, the use of technical terms and references.

Correspondence will be acknowledged within 5 working days of receipt. A full response will issue within 20 working days of receipt or, where this is not feasible, an interim reply will be issued, explaining the reason why more time to respond is required and advising when a substantive response is expected to issue.

If correspondence relates to a matter that does not come within the remit of SFPC, we will promptly advise you and, if possible, inform you of the appropriate body/bodies to whom your correspondence should be addressed.

Staff members will identify themselves when answering phone calls. In the event that it is necessary to transfer a caller, the staff member will advise the caller of the reason for the transfer and the name of the individual or Department they are being transferred to. Where calls are received through our main contact telephone number they will be directed to the appropriate SFPC Department

Voicemail messages and automated email responses will be updated as appropriate to indicate staff availability.

Data Protection

We will comply with associated Data Protection Acts and will ensure that all correspondence we receive is processed and responded to having full regard to the provisions of the legislation.

Visitors to Our Offices

We will ensure that visitors to our offices are treated in a courteous and respectful manner at all times.

We will ensure that our reception and meeting facilities are fully accessible to all our customers, comply with Health & Safety standards and are maintained to the highest standard.

The Irish Language

We are committed to meeting our obligations under the Official Languages Act 2003 and will endeavour to ensure that customers who wish to conduct their business with us through Irish can do so. Our publications will, as appropriate, be produced in both Irish and English.

Diversity and Equality

We will respect the principles of equality and the diversity of our customers in the delivery of our services.

Websites and Publications

We will provide and maintain our websites to ensure that they are easily accessible, up-to-date and informative.

We will ensure that our publications are clear, address user needs and are available on our websites.

Procurement

We will comply with relevant EU and national legislation, related regulations, Departmental guidelines, circulars and codes of practice relevant to procurement activities.

We will comply with our statutory obligations under the Prompt Payment of Accounts legislation.

Customers with Disabilities

We will make every effort to ensure that access to all areas of our premises and to all of our services is available for people with disabilities.

Customer Complaints Procedure

We will operate and maintain a customer complaints procedure to thoroughly, fairly and efficiently investigate any complaints made by our customers about the quality of service they receive in their dealings with us. Details of our complaints process is provided as part of the Customer Action Plan.

Customer Action Plan

Shannon Foynes Port Company is committed to delivering on the commitments that we make in our Customer Charter. During the period of this plan, we will monitor and evaluate our performance and provide appropriate feedback channels and complaint procedures for our customers, as outlined in the following paragraphs.

Service Standards

To maintain suitable service standards SFPC will:

- Ensure our services and facilities are available in line with agreed customer's requirements
- Monitor, measure and review the delivery of our services in order to continuously identify areas for improvement
- Have regular dialogue with our customers on their future requirements, and incorporate these in our ongoing operational and development planning.

Training and Development

- We will provide appropriate training for key staff who interact with customers on a daily/regular basis.

Monitoring and Evaluating

- We will monitor and evaluate our performance through the use of internal management information systems and other appropriate means.
- We will promptly implement measures to improve our services when opportunities to improve are identified.

Information

We will:

- Take a proactive approach in providing information that is clear, timely and accurate, is available at approved 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 the company website follows the guidelines on web publication.
- Use our website as a key resource for the provision of information on our products and services
- Ensure that our Terms and Condition of Trade and other important trading information is publicly available on our website
- Deal with all stakeholders courteously and in a timely manner
- Strive to simplify our transactions with third parties

Timeliness and Courtesy

- SFPC will endeavour to deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer.

Choice:

- Where feasible, SFPC will be flexible in terms of operational opening hours/working and delivery times and availability and methods of payment.
- Where practicable, SFPC will use available and emerging technologies to ensure maximum access and choice and quality of delivery.

Equality/Diversity

- We will treat all customers, employees and other stakeholders equally, regardless of race, gender, religious belief, age, disability, marital status, family status, sexual orientation or membership of minority or ethnic communities.
- We will ensure the rights to equal treatment, established by equality legislation, and accommodate diversity, so as to contribute to equality for those groups covered by equality legislation. SFPC will 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

- SFPC will 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.

Official Languages Equality

- SFPC will 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.

Better Co-ordination

- SFPC will foster a more co-ordinated and integrated approach to delivery of public services.

Internal Customer

- SFPC will ensure that employees are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

Customer Feedback

- We welcome and value our customers' views, suggestions and comments, whether positive or negative, on all aspects of our customer services. This feedback helps us to identify what we are doing well and to address and rectify any shortcomings so that we can provide you, our customer, with a better quality service.

Customers may submit their views/comments, etc. to us by writing to:

Shannon Foynes Port Company

Harbour Office

Mill House

Foynes

Co. Limerick

Complaints Process

SFPC are committed to addressing any complaints in a timely, professional and proactive manner. As such the following will apply when dealing with complaints:

- SFPC will maintain a register of complaints received supported by a system which is accessible, transparent and simple-to-use when dealing with complaints about the quality of service provided.
- The complaints process is straightforward and information relating to such will be available to customers and clients at no cost on the company website.
- Where you are dissatisfied with any aspect of our service a complaint can be sent to customerservice@sfpc.ie. Please include your full name and contact details, together with the nature of the complaint. Your message will be registered and an initial response will be issued within 7 working days; this will include our response and any proposed corrective action.
- Once registered complaints will be directed to the relevant Department for review. Where applicable Department Managers will assume responsibility for any corrective actions required / agreed. If, following implementation of any corrective actions, the customer remains dissatisfied, the matter can be raised with the CEO for further consideration. Please note that this process should only be used when issues are of a non-routine nature.
- Content of the complaints register will be discussed at regular Management, Department and IMS meetings.
- In so far as is reasonable complaints will be addressed as quickly as possible and the customer will be kept informed of progress.

Appeals:

- SFPC 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.