



Údarás Forfheidhmithe Corparáideach  
Corporate Enforcement Authority

## Customer Charter 2022-2024

### Mission

The mission of the Corporate Enforcement Authority (CEA) is

TO PROMOTE AND SERVE THE PUBLIC INTEREST  
BY ENSURING HIGH LEVELS OF COMPLIANCE WITH COMPANY LAW  
THROUGH EFFECTIVE ADVOCACY AND  
PROPORTIONATE, ROBUST AND DISSUASIVE ENFORCEMENT

### Standards of customer service

High standards are important to the CEA in delivering services to its customers in a proper, fair, open and impartial manner. This Charter outlines the standards our customers can expect in dealing with the us, and describes: -

- the levels of service you are entitled to expect when you contact us;
- how you can help to improve our services;
- how to get more information from us; and
- how to make a complaint.

### Standards our customers may expect in dealing with us

We will deal with your enquiry as quickly as possible and, in all our dealings with you, we will be helpful, polite and courteous.

### When you contact us by phone

- We will answer your call as quickly as we can.
- We will give you our name and our area of work.
- We will be helpful and courteous and give you as much useful information as possible.
- If we cannot deal with your query immediately, we will take your details and call you back at a time that suits you.
- We will update our voicemails to say whether we are in or out of the office and give you the name and phone number of someone else who can help you.
- We will respond to voicemail messages promptly.

- We will inform you if we need to transfer your call to a colleague, give you that person's name and number and ensure that your call is properly transferred.

## **When you contact us by letter or email**

- We will acknowledge your letter or e-mail within 5 working days. We will provide a response to your letter or e-mail within 20 working days.
- We will send an interim reply where it is not possible to furnish a definitive response within these timeframes.
- We will, to the extent possible, use clear, simple language with no jargon or complex technical terms.
- We will give you a contact name, phone number, reference number (if appropriate) and email address so that you can contact us again if you need to.

## **Our information**

- As far as possible, we will make our information available in formats that meet your needs.
- We will produce information leaflets and guidelines on our services to help you understand what we do.
- We will use simple, clear language in our forms and information leaflets.
- We will make sure our website ([www.cea.gov.ie](http://www.cea.gov.ie)) is up-to-date, relevant, easy to use and accessible to all our customers.
- We will try our best to give you information in alternative formats (for example, braille or audio) if you have difficulty accessing or understanding our information.
- We will regularly review our website with a view to improving ease of navigation and access, providing information in a customer-focussed manner, and to keeping it up-to-date.

## **Visiting our offices**

The CEA does not have a public office for doing business with the public. However, if you need to see an official you may request an appointment. If you are offered an appointment, when you arrive:

- we will treat you with respect and courtesy;
- we will see you punctually;
- we will provide suitable areas for meetings and make sure that our offices are safe, clean and accessible.

## **Our Complaint Procedures**

If you are unhappy with the quality of the customer service you receive from us, you have the right to complain.

## How we will deal with your complaint

- We will treat your complaint promptly, fairly and impartially.
- We will give you a copy of our Complaint Procedures so that you will know how to make a complaint and how we will deal with your complaint.
- We will write to you and acknowledge your complaint within 5 working days.
- We aim to deal with all complaints within 20 working days. If this is not possible, we will write and tell you when we expect to give you a full answer.
- When we receive your complaint, one of our Customer Services team will examine it and then pass it on to the relevant staff member or business unit to deal with it.
- If you are not satisfied with the outcome, we will tell you about our review procedures.

## Services through Irish

- We will facilitate our customers who want to conduct their business through Irish in accordance with our obligations under the Official Languages Act 2003.
- If you write to us in Irish, we will reply to you in Irish.
- We will publish important documents such as our Annual Report simultaneously in Irish and English. We will also publish other information and material in Irish on our website at [www.cea.gov.ie](http://www.cea.gov.ie).
- This Customer Charter, our Customer Action Plan 2022-2024 and our Complaint Procedures are available in Irish.

## Help us to help you by

- Completing all forms carefully
- Providing full and accurate information
- Contacting us if you need to cancel an appointment
- Giving us feedback about our services
- Treating our staff with courtesy and respect

## How to contact us

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