



An tSeirbhís um Cheapacháin Phoiblí  
Public Appointments Service

# CUSTOMER CHARTER

## 2008 - 2010

### Our Mission

*We will deliver the highest quality recruitment, selection and related human resource services that will support the growth of a world class public service.*

### Our Services

The Public Appointments Service is the centralised provider of recruitment, assessment and selection services for the civil service. We also provide recruitment and related human resource advisory services to Local Authorities, the Health Service Executive, An Garda Síochána and other public bodies as requested.

This Office is committed to the highest standards of customer service and it is our goal to deal with all customers professionally, fairly and impartially and with the utmost courtesy and respect.

Our Customer Charter is being put in place in order to improve customer service by setting out and measuring customer service levels.

# Our Commitment To You

## **When providing information we will:**

Provide accurate and current information using clear and simple language;

Ensure all generally available information is accessible in both electronic and printed formats (e.g. Customer Action Plan, Annual Report, Familiarisation material etc);

Ensure information is available in an accessible format, on request, for customers with special needs;

Comply with the Freedom of Information and Data Protection legislation.

## **When dealing with us you can expect:**

Friendly courteous staff who will identify themselves & provide appropriate contact details for any further communication;

Your query/request to be dealt with promptly;

A clean, safe & comfortable environment, with facilities for private & confidential discussions;

Access & facilities available to meet all our customers' needs including those with special needs;

Your phone call to be answered promptly (our aim is within 10 seconds);

An acknowledgement of all written enquiries (including faxes and e-mail) within 3 working days and a reply to your enquiry within 10 days;

Your feedback on any of our services to be given serious consideration.

**For Client Organisations we will:**

Provide cost effective recruitment and selection solutions and related services;

Provide clerical and administrative staff for Dublin vacancies on demand;

Provide a tailored solution to all other recruitment needs within agreed timeframe;

Nominate a designated account manager to look after your interests;

Consult & involve you when planning recruitment competitions on your behalf;

Give access to up-to-date information tailored to your interests;

Provide a schedule of interdepartmental campaigns planned well in advance so that we can run your internal recruitment campaigns in conjunction with these, if required;

Provide a variety of recruitment and selection options to you for your senior management and professional positions to allow you to choose from a range of options which are in line with best practice (e.g. Executive Search, Candidate Profiling, advanced Assessment Techniques);

Share best practice in recruitment and selection, including the reports produced by the Research Advisory Panel and the organisation of regular/topical Excellence in Assessment Seminars which all clients can attend.

## **For Applicants we will:**

Establish a Customer Services Centre;

Bring vacancies to the attention of potential applicant pool by using an appropriate method and style of advertising;

Provide adequate notice for attendance at tests and interviews;

Supply results and meaningful feedback on tests and interviews as early as possible;

Provide documentation in a timely manner (e.g. test/interview information);

Use appropriate assessment techniques which are up-to-date, appropriate to the post, and in line with best practice;

Conduct all recruitment and selection processes in line with the relevant CPSA Code of Practice (ensuring probity and a fair, consistent and transparent process in which appointment is on merit and in line with best practice);

Maintain adequate records to prove that the recruitment and selection process was conducted in line with the relevant Code of Practice;

Provide information on their responsibilities under the Code of Practice and how decisions can be appealed;

Provide a timely & punctual service;

Continue to make efforts to simplify the application process.

**For Board Members we will:**

Provide relevant & up to date training as appropriate;

Provide training on new approaches in advance of their introduction and provide refresher training, where required;

Provide documentation in a timely manner (e.g. Board papers);

Provide adequate notice for attendance at interview boards;

Capture feedback to inform future processes and to identify training needs.

**Our Website - we will:**

Ensure all information is accurate and up to date;

Provide information and online facilities tailored to our different customer groups;

Ensure our website complies with disability access requirements;

Ensure our website is clear, easy to use and contains useful information;

Avail of new technology to continuously improve on our services.

## **Equality & Diversity:**

We will respect the principles of equality & diversity in all dealings with our customers;

We will accommodate the specific needs of our customers by providing a service that complies fully with all equality legislation;

We will implement the remaining actions in our Accessibility Action Plan within the agreed timeframe;

We will comply with Equality legislation, the Disability Act 2005 and the Code of Practice for the Employment of People with a Disability in the Irish Civil Service.

## **Services in Irish:**

We will fulfill our obligations outlined in our Scheme under the Official Languages Act, 2003, and ensure that all members of the public are facilitated in using Irish if they choose;

All candidate facilities available on the [www.publicjobs.ie](http://www.publicjobs.ie) website will be bilingual;

All key publications will be available in Irish;

All correspondence (written/electronic) received in Irish will be responded to in Irish.

## **Monitoring, Evaluation and Reporting**

We have put a programme in place to ensure appropriate monitoring, evaluating and reporting on the achievement of our commitments. We will evaluate the level of achievement of all commitments to ensure accountability and to facilitate learning and continuous improvement. The results will be used to identify more challenging customer service commitments.

We will use our Annual Report/Annual Output Statement and each progress report to the Civil Service Performance Verification Group (CSPVG), to report on the service standards in place, how performance has been measured, whether standards have been achieved and the next steps in the customer service improvement process. Where standards have not been met we will identify how it is intended to meet those standards in the future. The report will include the results of all customer surveys and the level of customer complaints received; this report will also include any actions taken on foot of monitoring results/customer complaint

### **Complaints & Comments**

We welcome customer feedback on all of our services (including compliments general comments and complaints) and invite customers to contact us with any feedback that they may have;

All complaints will be dealt with promptly, fairly & impartially in line with our Procedure for Dealing with Customer Complaints;

Contact [customerfeedback@publicjobs.ie](mailto:customerfeedback@publicjobs.ie)

### **Your Responsibilities**

You are obliged to treat staff in a respectful manner and are expected to respect the right of the individual to dignity in their working life. Any form of harassment or discrimination will not be accepted by us and will not be tolerated.



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