



# **Licence Holders Charter**

## **Draft for Consultation**

20 September 2023

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## **1. About the Licence Holders Charter**

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### **Purpose of Licence Holders Charter**

- 1.1 This Charter sets out the IAA's commitments to individuals who hold an IAA issued personnel licence. The IAA issues licenses to pilots,, engineers and air traffic controllers.

### **Legislation**

- 1.2 The Air Navigation and Transport Act, 2022, requires the IAA to “as soon as is practicable after consultation with the [Aviation Stakeholders Forum], publish a charter, to be known as the Licence Holders Charter, on the company’s website setting out the standards of engagement that will be undertaken by the company with the holders of licences.”
- 1.3 The Licence Holders Charter address individuals who hold personnel licences as referred to in 1.1, rather than businesses which hold other type of licences issued by the IAA.

### **Consultation**

- 1.4 The IAA is consulting on this draft charter, and invites observations by email to [consultations@iaa.ie](mailto:consultations@iaa.ie) by 31 October 2023.
- 1.5 We will consider all observations received before finalising the Licence Holder Charter by the end of 2023.

### **Legal disclaimer**

- 1.6 The charter will not confer a legal right, just a commitment to achieve that level of service.

## 2. About the IAA

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### Who we are

- 2.1 The IAA is the single civil aviation regulator for Ireland.
- 2.2 We are responsible for the regulation of safety, security and consumer interests.
- 2.3 Our responsibilities are set out in the framework of applicable global, European and national legislation/regulation.

### Our Mission - What we do

- 2.4 The Irish Aviation Authority regulates to the highest professional standards to ensure a safe, secure and consumer-focused aviation environment. Through regulation, we support world-class performance and innovation in Irish and global aviation.

### Our Values

#### *Safety defines us*

- 2.5 We are the industry experts and the authority in our field.

#### *The passenger is central*

- 2.6 We protect the interests of the passenger in everything that we do.

#### *We champion excellence*

- 2.7 Individually and collectively, we ensure that our practices and performance are of the highest standard in global aviation, consistently implemented and subject to continuous improvement.

#### *Our value is in our people*

- 2.8 professionalism and commitment are at the heart of everything we do.

#### *Clear and responsive*

- 2.9 We are accessible. We meet and surpass our public service commitments and strive to provide clarity and promote understanding in all aspects of regulation.

#### *Collaborative*

- 2.10 We promote teamwork within the Authority, and work with stakeholders and clients to find solutions.

#### *We promote sustainable and responsible practices*

- 2.11 Aiming to promote the development of aviation in a sustainable and responsible way, meeting the imperative to protect our shared environment.

### **3. Commitments**

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#### **Our Commitment to You**

- To treat you with courtesy and respect..
- To efficiently attend to compliant applications for personnel licensing
- To efficiently notify you of non-compliant aspects of your application
- To provide you with high standards and fair service
- To strive to always cater to your needs professionally and to the best of our ability.
- To provide our services through a helpful and knowledgeable team that is understanding and capable of answering your questions.
- To strive to always attend to you in a timely manner.
- To continuously review and reduce the number of steps required to complete a service in the easiest and most efficient manner.
- We always strive to provide you with accurate information and error-free service.
- To efficiently respond to customers' complaints..
- Where enforcement may be deemed necessary, this shall be based on the concept of a just culture.

#### **Your Commitment to Us**

- Appreciate the efforts of the staff members at your service and treat them with mutual respect.
- To assist us to assist you, review the requirements and FAQs pages of the website frequently and before emailing for guidance.
- Follow all submission guidance as defined in the applicable application.
- Provide all the supporting documents required to complete a service
- When applying, provide fully completed and supported applications as a single submission.
- Provide identification documents when requested.
- Inform us immediately of any changes to the information provided or in case of error.
- Inform us immediately of any changes that may affect service provision.
- Respond in a timely manner to queries of staff to ensure timely service and quality.

## 4. Communicating with us

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- 4.1 This sections sets out how we will communicate with Licence Holders.
- 4.2 We aim to be polite, friendly and fair in our dealings with you. No matter how you contact us, we will deal with your query promptly, efficiently and to the best of our ability. We aim to make it easy for you to get in contact with us by providing a range of contact options:

### *MySRS*

- 4.3 MySRS is the primary communication method within Licensing:
- 4.4 We aim to try to respond in writing via the MySRS portal and answer your query accurately and concisely as soon as possible.

### *If you email us*

- 4.5 If you contact us by email, we aim to acknowledge your email as soon as possible. We will write to you in clear and simple language and if required all regulatory requirements will be referenced as necessary. Our preferred method of communication is via the MySRS portal.

### *If you write to us*

- 4.6 If you write to us, we aim to give a full reply within 15 working days, where possible (from the day we review your letter). We will write to you in clear and simple language and if required all regulatory requirements will be referenced as necessary. Our preferred method of communication is via the MySRS portal.

### *If you contact us by phone*

- 4.7 If you contact us by phone, we aim to:
- Answer or return all calls in a timely manner.
  - Provide you email or postal information for addressing your query.
- 4.8 We aim to try to respond in writing and answer your query accurately and concisely as soon as possible.
- 4.9 Note, in the interest of ensure accurate communication, no regulatory guidance is provided verbally. All regulatory queries are answered via email.

### *If you visit us*

- 4.10 Generally, in person visits to our offices are not required by licence holders.
- 4.11 If you need to meet us, please arrange the meeting with staff in our offices before you come to visit us. We need you to do this in order to:
- Make sure the relevant person is available to meet you

- Avoid any unnecessary inconvenience you may experience if they are unavailable

4.12 If it is necessary that you visit us in person, we will:

- Respect your privacy
- Be polite and fair in our dealings with you
- Keep our public offices safe and clean and make sure they meet health and safety standards
- Make sure our offices are accessible for customers, including customers with disabilities
- Arrange meetings for a reasonable time that suits the attendees
- Meet you on time

### *Social media*

4.13 The IAA maintains various social media accounts which share information and milestones with our clients. These are not communication channels for normal licensing activity. Staff will not engage with licensing queries to their personal social media accounts.

## 5. Quality of Service Provision

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### *Public Service Standards for Service Quality*

- 5.1 We are fully committed to treating all our customers equally and to delivering the highest quality of service in line with our strong public service ethos. We will deliver this in line with the Public Sector's Principles of Quality Customer Service.
- 5.2 We will do this in line with the Principles of Quality Customer Service. Many of these principles are developed further in other parts of this document, but are listed here for completeness:
- *Quality Service Standards* – this charter sets out what our Licence Holders can expect from us.
  - *Equality and Diversity* – we will ensure that the rights to equal treatment which is established in equality legislation will be upheld by us
  - *Physical Access* – where physical access is required we will ensure it is available and accessible to people with disabilities and others with specific needs. We will also ensure that it complies with occupational and safety standards
  - *Information* – we will provide information which is clear, timely and accurate. Our primary means to promulgate information shall be through the IAA website.
  - *Timeliness and Courtesy* – we will deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between the IAA and our Licence Holders.
  - *Complaints* – we have a system for dealing with complaints which is detailed in Section 6
  - *Appeals* – we have an appeals mechanism which is detailed in Section 6.
  - *Consultation and Evaluation* – We provide meaningful consultation with, and participation by, the Licence Holders in relation to the development, delivery and review of services. This is primarily done via the Safety Stakeholders forum and the development of this charter.
  - *Choice* – we provide choice where feasible, for example, in how you communicate with us, which is detailed in Section 4.
  - *Better Coordination* – throughout the IAA we aim to foster a more coordinated and integrated approach to delivery of public services.
  - *Internal Customers* – We recognise that the staff of the IAA are internal customers and that they are properly supported and consulted with regard to service delivery issues.



### *Measuring and Evaluating Performance*

- 5.3 Performance will be measured via technological solutions such as statistical reporting from MySRS.
- 5.4 Performance monitoring is a key pillar of the safety management processes implemented by the IAA as part of the State Safety Programme. The primary function of performance monitoring as envisaged in ICAO Annex 19 is to provide assurance that the objectives we have set are being met, and this may be accomplished through development of performance indicators.
- 5.5 As part of our state Safety programme responsibilities, we measure and monitor performance at different levels of the civil aviation system, including at organisational, sector and total system levels.
- 5.6 With the introduction of MySRS and mindful of the unique nature of each application, the IAA will strive to complete a fully compliant application submitted through MySRS within twenty working days of review.

### *How we report on performance*

- 5.7 The performance indicators that support the IAA strategic objectives are monitored at sector and total system levels and contain a range of disparate metrics and status updates. Much of this information is reported on an annual basis via the IAA Annual Report.

## **6. Enforcement**

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- 6.1 The State's enforcement policy is based on the concept of a just culture. Regulation (EU) No 376/2014 of the European Parliament and of the Council of 3 April 2014, defines a "just culture" as a culture in which frontline operators or other persons are not punished for actions, omissions or decisions taken by them that are commensurate with their experience and training, but in which gross negligence, wilful violations and destructive acts are not tolerated.

### *The Right to Make Representations*

- 6.2 Stakeholders have the right to make a representation in respect of a licensing decision that has been taken or may be taken against them.

### *Communication and Decisions*

- 6.3 Decisions regarding enforcement actions must always be transparent and open and must set out the reasons and basis for any enforcement action being taken. During all stages of the process, the IAA will communicate with the affected parties to ensure that they are aware of the reasons why we are taking action and the regulation or rule they are alleged to be in breach of. The IAA will also have regard to any representations or submissions from the affected parties.
- 6.4 Decisions shall be notified to the affected party in writing.

### *The Right to Appeal*

- 6.5 Stakeholders have the right to avail of the Irish Aviation Authority appeal mechanism in relation to any refusal to grant a licence, suspension or revocation of a licence or amendment of a licence. More guidance on the process is available at: <https://www.iaa.ie/personnel-licensing/licensing-decision-review>.

## **7. Customer Feedback, Suggestions, Compliments or Complaints**

### *Feedback and/or Suggestions*

- 7.1 Proactive suggestions from stakeholders are welcomed and listened to. The IAA often responds to suggestion that could encompass the content of an application form or on the UI of our digital tools and website. Proactive suggestions assist the IAA to better serve our clients needs.

### *Compliments*

- 7.2 MySRS and the IAA website provide a service level feedback facility whereby an applicant may, after they receive their licence, rating or certificate, leave feedback on the service provided (1-5 level against aspects of service, e.g. knowledge of staff/response times/etc).

### *Complaints*

- 7.3 Outside of concerns for aviation safety, persons may wish to report or complain to the IAA concerning the IAA organisation, aviation regulations, IAA staff or procedures or concerning their non-safety related concerns about aviation organisations that they feel might be of interest to IAA.
- 7.4 Persons who wish to make a non-aviation safety related complaint to the IAA may do so by filling the compliant form at: <https://www.iaa.ie/contactus/submit-a-complaint-against-the-iaa>
- 7.5 Note that consumer affairs or concerns regarding financial compensation should be directed to the IAA Consumer protection page at: <https://www.iaa.ie/consumer-protection>