

ÚDARÁS EITLÍOCHTA NA hÉIREANN
IRISH AVIATION AUTHORITY

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Customer Charter

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SECTION 1

About the Customer Charter



Purpose of the Customer Charter

This Customer Charter sets out the IAA's commitments to individuals who use the services offered by the IAA. It sets out our service standards for our customer, how we communicate, how a customer can get in touch with us and the level of service a customer can expect.

We are committed to providing a quality service. This Charter sets out the standards of service which you can expect to receive from us, specifically relating to how we interact with you and our conduct during those interactions.

SECTION 2

About the IAA



Who we are

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 Mission - What we do

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

Our Values



Safety defines us

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



The passenger is central

We protect the interests of passengers in everything we do.



We champion excellence

Individually and collectively, we ensure that our practices and performance are of the highest standard in global aviation, and consistently implemented.



Our value is in our people

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



Clear and responsive

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

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



We promote sustainable and responsible practices

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

SECTION 3

Commitments



Commitments

We aim to deliver effective safety, security, economic and consumer protection regulations in line with global standards and European Regulations and best practice.

Our Commitments to you

- To treat you with courtesy and respect.
- To efficiently attend to contacts made to the IAA.
- To provide you with high standards in service in a fair, objective and impartial manner.
- 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, timelines are detailed in Section 4.
- To continuously review and reduce the number of steps required to complete a service in the easiest and most efficient manner.
- To provide you with accurate information.
- To efficiently respond to customers' complaints.

Your Commitments to us

- Appreciate the efforts of the IAA staff members serving you and treat them with mutual respect.
- To assist us to assist you, review the requirements and FAQs pages of the website before emailing for guidance. Follow all submission guidance as defined in the applicable process.
- Provide all the supporting documents required to complete a process.
- We respectfully ask that customers always treat our staff with dignity and respect. We are committed to maintaining a working environment that encourages and supports the right to dignity and we reserve the right to cease interactions with customers who do not adhere to this request.

Quality of Service Provision

We are fully committed to treating 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.

- Quality Service Standards – this Charter sets out what our customers 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 to the IAA's office, 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 communicate 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 customers, timelines are detailed in Section 4.
- Complaints – we have a system for dealing with complaints which is detailed in Section 6.
- Better Coordination – throughout the IAA we aim to foster a more coordinated and integrated approach to delivery of public services.

Equality and Diversity

The IAA is committed to equality and diversity in all of its activities. The IAA has statutory obligations under the Irish Human Rights and Equality Commission Act 2014 to promote equality, prevent discrimination and protect the human rights of its employees, customers, service users and everyone affected by its policies and plans. This is a legal obligation, called the Public Sector Equality and Human Rights Duty and it originated in Section 42 of the Irish Human Rights and Equality Act 2014.



Physical and Digital Access

The access we provide to our premises, services and information is designed to accommodate people with reduced mobility and disabilities.

In accordance with section 26(2) of the Disability Act 2005, the IAA has appointed an Access Officer to assist persons with disabilities to access our services.

For digital accessibility we follow guidelines on accessibility set out by the W3C (the World Wide Web Consortium). The W3C WAI (Web Accessibility Initiative) produces accessibility guidelines that are an internationally recognised benchmark of accessibility.
For more information on accessibility in the IAA https://www.iaa.ie/contactus/accessibility



Official Languages Equality

The first language of Ireland is Irish but English can be used in communications as it is the recognised second official language. English is the language of international aviation and as such, staff will communicate in English, however where possible we will correspond in Irish. In furtherance of these objectives, the IAA will endeavour to respond in Irish to any letters or emails sent to us in Irish.

SECTION 4

Communicating with us



Communicating With Us

This section sets out how we will communicate with customers.
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

The IAA is transitioning to a digital services platform called MySRS. This will be the primary communication method for some of the IAA services such as Personnel Licensing.

We aim to try to respond in writing via the MySRS portal and answer your query accurately and concisely without delay.

MySRS is the preferred method of communication where this is available.

Some services in the IAA will have different timelines but we aim to provide the following when you contact us:

If you email or write to us

- If you contact us electronically, we will acknowledge you within 2 working days.
- We will follow up with a response within 20 working days to general correspondence.
- If we cannot reply within 20 working days, we will contact you to explain the reason and tell you when you can expect a substantive response.
- We will write to you in clear and simple language.

When you call us, we aim to:

- Answer calls from 9am to 5pm or return calls within 2 days of receipt.
- We will try to answer all questions in full but if your query is complex, we may ask you to submit it to us by writing electronically.
- We will provide you with an email, form or postal information for addressing your query, if you have a complex query, if required.

SECTION 5

Customer Feedback, Suggestions, Compliments or Complaints



Customer Feedback, Suggestions, Compliments or Complaints

Complaints about the IAA

The IAA aims to deal with customer(s) who are in some way dissatisfied with the service we provide in an objective, consistent, open and fair manner.

You have the right to complain if the quality of service is not up to the standard set out in this Charter:

- You may wish to report or complain to the IAA concerning the IAA organisation, IAA staff or procedures for non-safety related concerns about aviation organisations that you feel might be of interest to the IAA.

- Any person wishing to communicate information about safety concern may do so at the following page - www.iaa.ie/safety/safety-reporting

- Persons who wish to make a complaint against the IAA should read the complaints policy on the IAA website. Complaints may be submitted anonymously. Complaints should be submitted through the form at: http://www.iaa.ie/complaints

- Note that complaints in relation air carriers or airports in relation to Air Passenger Rights and Passengers with Reduced Mobility should be directed to the IAA Consumer protection page at: www.iaa.ie/consumer-protection

Feedback and/or Suggestions

Please contact us at info@iaa.ie or telephone +353 1 603 1100 for general enquiries and suggestions.

Comments and suggestions from stakeholders are welcomed and listened to.

The IAA often responds to suggestions that could encompass the content of our website, our forms or on the user interface of our digital tools. Proactive suggestions assist the IAA to better serve our customers.

SECTION 6

Legal Disclaimer



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


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