

 Organisation	Customer Charter	SECTION: 1.2
		PAGE : Page 1 of 3
		ISSUE : 2
		DATE : 16/11/2009



The Register of Gas Installers of Ireland

Customer Charter

 Organisation	Customer Charter	SECTION : 1.2
		PAGE : Page 2 of 3
		ISSUE : 2
		DATE : 16/11/2009

Introduction

RGII has been appointed by the Commission for Energy Regulation to carry out the function of regulating gas installers with respect to safety on its behalf. The objective of the system is to protect the safety interest of customers with respect to gas installation activities through a regulatory system which provides for gas works to be carried out, tested and certified in compliance with the appropriate technical rules/standards.

Our Mission

By regulating gas installers, RGII aim to improve the safety of gas installations and reduce the number of accidents caused by unsafe installations.

Our Values

RGII is committed to providing a professional, efficient and cost effective service to both gas installers and consumers. Politeness, helpfulness and integrity are key values required from our staff. We respect the principles of equality and the diversity of our customers, in the delivery of our services.

This customer charter details the level of customer service that we promise to give you in all your dealings with RGII.

Our Commitments

- **Overall Customer Service Standards**

RGII can be contacted by telephone, mail, email or through our website at www.rgii.ie

Our staff will be polite and courteous at all times and will identify themselves when answering the phone.

- We will endeavour to make all visitors to RGII's office feel welcome. Visitors will be treated in a polite and efficient manner,
- Our helpful and qualified staff will be pleased to advise visitors on RGII's regulatory regime and its requirements,
- We respect the needs of privacy when required for personal or business reasons.

- **Guaranteed Service Standards**

It is our aim to:

- Direct all callers to the correct staff member / section of RGII,
- Respond to all voicemails within 1 working day,
- Acknowledge all written (letter/fax/email) correspondence working 3 working days of receipt,

 Organisation	Customer Charter	SECTION : 1.2
		PAGE : Page 3 of 3
		ISSUE : 2
		DATE : 16/11/2009

- Acknowledge all emails requiring a response within 1 working day of receipt,
- Respond fully to all written correspondence within 10 working days of receipt, or where not possible, provide an interim reply explaining the position and advising when a substantive response will be issued,
- Use automated voicemail and email responses by all staff when out of office.

- **Website and Publication**

- We will provide a user-friendly and informative website: www.rgii.ie
- We will ensure that our publications are clear and concise, respond to people's needs and are available on our website.

- **Complaints / Appeal Procedure**

The RGII complaint procedure which details our commitment and procedures for resolving complaints is outline on our web site www.rgii.ie.

- **Evaluation of our Commitments**

We have defined criteria to evaluate our performance against each of our commitments and will regularly seek feedback on the quality of the services we provide. We will report periodically on our performance against each of these criteria to the Management Committee.

How to contact us:

Address: Register of Gas Installers of Ireland
 Unit 9, KCR Industrial Estate,
 Ravensdale Park,
 Kimmage,
 Dublin 12

Telephone: 01-4929966 (office hours: 8.30 am to 5 pm, Mon-Fri)

Fax: 01-4929983

Email: info@rgii.ie

Web: www.rgii.ie