



Údarás Náisiúnta Míchumais  
National Disability Authority

# **National Disability Authority**

## **Customer Charter**

**Updated June 2022**

# What is a Customer Charter?

A Customer Charter contains information regarding the services, and quality of those services we aim to provide to you. When you contact our office, our staff will deal with your query in an effective, efficient and reliable manner.

## Who we are

---

The National Disability Authority (NDA) is an independent state agency. We advise the Minister for Children, Equality, Disability, Integration and Youth on disability policy and practice. We also promote Universal Design in Ireland.

## Our Vision

---

An Irish society in which persons with disabilities experience full inclusion, and where their rights are recognised and realised.

## Mandate

---

The National Disability Authority's mandate is set out in the National Disability Authority Act 1999, with additional functions assigned under the Disability Act 2005.

The overarching mandate of the National Disability Authority is, in summary, to provide advice and information to the Minister for Children, Equality, Disability, Integration and Youth on matters concerning policy and practice in relation to people with disabilities and to assist the Minister in the co-ordination of disability policy. In doing so, the National Disability Authority has functions in relation to: research; assisting the development of standards; producing codes of practice; monitoring implementation of standards and codes of practice and recognising the achievement of good standards and quality. The National Disability Authority has responsibility for monitoring the employment of persons with disabilities in the public sector.

The National Disability Authority operates the Centre for Excellence in Universal Design which was established under the Disability Act 2005. The Centre promotes the design of the built environment, information and communications technology, products and services, so that they can be accessed, understood and used by all persons regardless of their age, size, ability or disability. The universal design role, while including disability, also extends beyond disability to consider

design issues for all citizens, engaging with standards bodies, industry, professional bodies and educational institutions.

## **Our values**

---

The following values inform the work of the National Disability Authority

- Independence: Our work is objective, grounded in robust data and evidence, and informed by all our stakeholders
- Excellence: We are committed to excellence and professionalism in delivery of our functions
- Respect: We are respectful and ethical in all our engagement and communications activities – with each other and all our stakeholders
- Equality: We uphold a commitment to achieving inclusion and equality for all
- Effectiveness: We deliver our work based on an ethos of public service, teamwork, innovation and efficiency
- Engagement: Our outputs are informed by meaningful and respectful engagement with persons with disabilities and their families, including through their representative bodies, and also with our wider range of stakeholders

## **Our customers**

---

Our main customers are the Minister for Children, Equality, Disability, Integration and Youth and the Minister of State for Disability Issues. We are legally responsible to provide information and advice to the Minister in accordance with our statutory mandate.

Our other customers are public sector bodies, other Ministers, government departments, government agencies, semi-state organisations, standards bodies, industry, professional bodies and educational institutions as well as persons with disabilities and advocate organisations.

## **Our commitment to customers**

---

We are committed to developing, promoting, and providing a high quality customer service to our customers and staff. We do this by having regard to the 12 Guiding Principles for Quality Customer Service guided by the Department of Public Expenditure and Reform. Please see <https://www.gov.ie/en/policy-information/89dbad-guiding-principles-of-quality-customer-service/>.

## Our commitment to accessibility

---

We are committed to ensuring that all persons can access our services with ease and in particular we

- Make sure that people with disabilities, when dealing with us, will be supported and assisted, if and when required
- Carry out an access audit on our building every 3 years and try to fix any problems that we see during those audits, as far as practicable
- Quickly respond to customers who tell us about accessibility problems in the National Disability Authority's building, services, or publications
- Ensure we choose accessible venues for our events, as far as practicable
- Deliver and update, when necessary, the template for our corporate style. This template makes our written correspondence and publications more accessible by specifying formats, fonts, line spacing, and other details
- Communicate information on events via text
- Provide information in alternative formats to suit the needs of people with hearing, vision, and intellectual impairments, on request wherever practicable and appropriate
- Provide disability awareness training to all staff
- Provide sign language interpreters or speed-text facilities where requested at our events, when people request them at least 2 weeks before the event (subject to availability from external service providers)
- Arrange for the refreshment and hygiene requirements of assistive animals at our events, when people ask us before the events
- Meet our obligations under the Disability Act 2005 to provide accessible information and services and an accessible building
- Use plain English, where appropriate.

## **Access Officer**

Our Access Officer can arrange extra help for people with disabilities who use our information, services, and attend our events. You can contact our Access Officer by email at [accessofficer@nda.ie](mailto:accessofficer@nda.ie) or by phoning us on 01-608 0400 and asking for our Access Officer, writing to us, or sending us a fax on 01-660 9935

## **Meetings and visits**

We will

- Meet and greet you in a timely, courteous and fair manner
- Make sure that a member of staff is at our reception area when we are open, from 9:00 -13:00 and 14:00 -17:15 from Monday to Friday
- Make sure our receptionist knows the location of our meetings and the availability of staff members to escort visitors as required
- Make a suitable meeting area available for business meetings
- Accommodate your accessibility requirements, when you have told us about those requirements before your visit. We can provide sign language interpreters or speed-text facilities for our meetings for people who request them at least 2 weeks before the meeting (subject to availability of external providers).

## **Phoning the NDA**

We will

- Make sure that phone calls will be answered when we are open, from 9:00-13:00 and 14:00 -17:15, from Monday to Friday and where this is not practical, on certain occasions, that a voicemail system will be in place
- Answer calls to our reception promptly and politely
- Transfer calls to a member of staff who can help you
- Inform you before transferring your call to another staff member

- Identify ourselves when we answer a phone call that our reception staff have transferred
- Try to phone you back within one working day, if the staff member that you need to talk to is unavailable
- Make sure that our voicemail facility works when staff are unavailable to answer phone calls
- Tell you which organisation can help you, if you have a query that we do not deal with.

## **Written correspondence, including email and fax**

We will

- Acknowledge all general enquiries within 5 working days
- Either reply to you fully within 15 working days, or tell you when we can reply fully to you
- Refer enquiries to a member of staff who can help
- Make sure that when you email a staff member who is away from the office for more than a working day, you will receive an “out of office” email that names a member of staff who can help you, when possible
- Reply in the same way that you contacted us, or reply in the way that you ask for. For example, we will normally phone you back if you have phoned us, and email you back if you have emailed us.

## **Correspondence through Irish**

We will fulfil our obligations under the Official Languages Act 2003 by

- Conducting business through Irish when requested
- Writing back to you in Irish if you write to us in Irish, and either reply fully within 15 working days, or tell you when we can reply fully to you
- Replying immediately if you wish to speak in Irish, or ask another member of staff or intermediary to reply to you in Irish.

Our Annual Report is available in Irish and English, as the Official Languages Act, 2003 requires.

## **Our complaints procedure**

---

Customer complaints are a positive opportunity to improve our services.

If you are not satisfied with our services (as described in the “What we do” section), you can complain to our Complaints Officer by emailing [nda@nda.ie](mailto:nda@nda.ie) and marking for the attention of the Complaints Officer or by phoning us on 01-608 0400, writing to us, or sending us a fax on 01-660 9935. This includes general complaints and complaints covered by the Equal Status Acts 2000–2008.

When we get a complaint, we

- Send it to the department that should deal with it
- Designate a trained complaints officer to deal quickly with the complaint
- Log the complaint and our response
- Send the complaint to our Corporate Services department, if the person who complained is not satisfied with our response, so that they can deal with it.

## **Complaints under the Disability Act, 2005**

If you believe that we have failed to provide a service or information that is accessible, or that we have not met your requirements as a person with a disability, you can complain to our Inquiry Officer under Sections 25, 26, 27, 28, or 29 of the Disability Act, 2005 by emailing [nda@nda.ie](mailto:nda@nda.ie) and marking for the attention of the Inquiry Officer. Please mark complaints as “Disability Act, 2005”.

If you are unhappy with the decision of the our Inquiry Officer in relation to your complaint about access to our services under sections 38 and 39 of the Disability Act 2005, you are entitled to request the Ombudsman to investigate your complaint. You can contact the Office of the Ombudsman by calling or writing to:

The Office of the Ombudsman,

18 Lower Leeson Street,

Dublin 2.

Telephone: LoCall 1890 22 30 30

Fax: 01 639 5674

Email: [ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie)

Website: [www.ombudsman.ie](http://www.ombudsman.ie). There is a facility on their website which will allow you to make your complaint online.

## Contact the NDA

---

- Address: National Disability Authority, 25 Clyde Road, Ballsbridge, Dublin 4.
- Phone: 01-608 0400
- Fax: 01-660 9935
- Email: [nda@nda.ie](mailto:nda@nda.ie)
- Web: <http://www.nda.ie> and <http://www.universaldesign.ie>

## Publication requests

Our publications are available at <http://www.nda.ie/publications>. If you have difficulty printing any of our publications please email us at [nda@nda.ie](mailto:nda@nda.ie), phone us at 01-608 0400, or write to us at NDA, 25 Clyde Road, Ballsbridge, Dublin 4.

## Freedom of Information requests

You can contact our Freedom of Information Officer by email at [foiofficer@nda.ie](mailto:foiofficer@nda.ie) or by phoning us on 01-608 0400, writing to us, or sending us a fax on 01-660 9935.

## Data Protection requests

You can ask us for a copy of the information that we have about you, by emailing [nda@nda.ie](mailto:nda@nda.ie) or by phoning us on 01-608 0400, writing to us, or sending us a fax on 660 9935.



## **How to give feedback**

You can give us feedback by emailing [nda@nda.ie](mailto:nda@nda.ie) or by phoning us on 01-608 0400, writing to us, or sending us a fax on 01-660 9935.

## **Webmaster**

You can contact our webmaster by emailing [webmaster@nda.ie](mailto:webmaster@nda.ie), or by phoning 01-608 0400 and asking to speak to our webmaster.