



The Garda Charter

'Working with our Communities'

Appointments Office	01-6662362
Crimestoppers	1800-250 025
Garda Confidential Line	1800-666111
National Crime Prevention Office	01-6663669
Crime Victims Helpline	116006

www.garda.ie

Ag obair le Pobail chun iad a chosaint agus chun freastal orthu
Working with Communities to Protect and Serve
www.garda.ie

'Working with our Communities'

1. Our Values – Honesty, Accountability, Respect & Professionalism

We will always treat you with dignity and respect when you contact us regardless of how, where or for what reason that contact takes place. We will behave professionally, fairly, openly and with honesty towards all members of the public, accepting individual accountability and ensuring public accountability.

2. Keeping Victims Updated

If you have been the victim of a crime we will keep you informed of any progress and outcomes of your case. In relation to ongoing investigations we will keep you up to date until the conclusion of your case and with your permission put you in contact with an appropriate victim support organisation.

3. Arrange Public Meetings

In conjunction with Joint Policing Committees and Local Policing, we will arrange public meetings to agree your priorities, address local concerns and keep you informed of policing related developments that may affect your security or quality of life.

4. Local Priorities

Through the structure of Joint Policing Committees and Local Policing Fora we will take special cognisance of the priorities and needs of local communities and endeavour to make them safer places to live, visit and work in. We will provide updates and progress on your priorities, together with information on local policing issues.

5. 999 Call Answering

We will aim to maintain our target of 80% of 999 calls answered within 7 seconds and deploy resources immediately giving an estimated time of arrival.

6. Response Times

We will take appropriate steps to deal with all incidents and ensure that emergency and life threatening calls receive priority. We will endeavour to get to you within 15 minutes in urban locations and as soon as possible, given the distance to be travelled, in more rural areas.

7. Community Policing

We are committed to continuing our dedicated work with members of the community, and statutory and voluntary bodies to prevent crime and antisocial behaviour, reduce the fear of crime, promote inter-agency problem solving, bring offenders to justice and improve the overall quality of life in your community.

8. Visibility

Our Community Gardaí will be assigned to work proactively in your Community and to provide reassurance through their visible presence.

9. Diverse Communities

We will ensure that our services meet the needs of all people regardless of Gender, Marital status, Family status, Age, Religion, Disability, Sexual orientation or membership of the Traveller community.

10. Customer Satisfaction

If you are not satisfied with our service or if you have any questions, feedback or suggestions on any aspect of your treatment by members of the Garda Síochána please do not hesitate to contact us (see overleaf for your local contact details). Details are also available online at www.garda.ie or in the green pages of the telephone directory.

We will respond to your query as quickly as possible. Additionally you may also refer a complaint to the: Garda Síochána Ombudsman Commission, 150 Abbey St Upper, Dublin 1.

LoCall: 1890-600800 **Tel:** (01) 8716727 **Fax:** (01) 8147023
Email: info@gsoc.ie **Website:** www.gardaombudsman.ie