

An Garda Síochána



Garda Customer Charter

for all our customers

Putting People First



GARDA CUSTOMER CHARTER



Putting People First

An Garda Síochána – WHO WE ARE

An Garda Síochána is the national police service of the Republic of Ireland. We are a community based service organisation with over 12,000 garda and civilian employees. Our Headquarters is at the Phoenix Park, Dublin and we are geographically dispersed throughout every county in the State.

Our core concern is to be available to you and to deliver a high quality policing service, at the time and place of need.

Our Mission, Core Values and Behaviour Standards underpin our contract with you:

OUR MISSION

OUR MISSION IS TO ACHIEVE THE HIGHEST ATTAINABLE LEVEL OF:
PERSONAL PROTECTION
COMMUNITY COMMITMENT AND STATE SECURITY

CORE VALUES

RESPECT FOR YOU AND YOUR NEEDS
HUMAN RIGHTS PROTECTION
SERVICE TO THE COMMUNITY
A CARING SERVICE APPROACH
CLOSENESS TO THE PEOPLE
POLICING RESPONSIVENESS
POLICING PERFORMANCE
INDIVIDUAL RESPONSIBILITY

BEHAVIOUR STANDARDS

OPENNESS
ACCEPTANCE OF CHANGE
CONTINUOUS IMPROVEMENT
TEAM WORK
KEEP POLICING SIMPLE
PARTNERSHIP



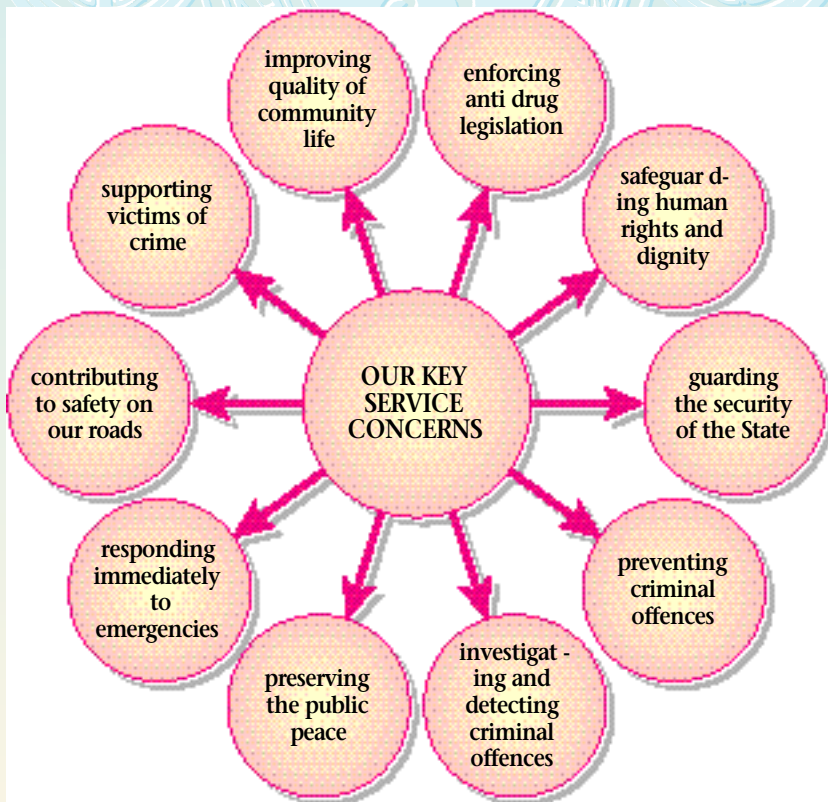
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Our Key Service Concerns

Our key services concerns (illustrated below) are determined and delivered in consultation and partnership with you. They are constantly evolving to satisfy your requirements.





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Our Commitment to our Customers

Our ultimate goal is enhanced customer satisfaction. Therefore we promise to:

- Deliver our services strictly in accordance with our core values.
- Pursue our duties with conviction and enthusiasm on your behalf.
- Consult with you regularly .
- Reflect your views in our service delivery .
- Publish our policing plans for your information and involve you in a partnership way in their implementation.
- Respond with care and understanding to your personal, family and community needs and concerns.
- Deal with your calls promptly and professionally , always ensuring that emergency and life threatening matters receive priority .
- Keep you informed of policing related developments in your community, which may effect your security and/or quality of life.
- Publish Garda Customer Charters for specific groups whose special circumstances deserve particular consideration and support – victims of crime, arrested persons, children & young persons, ethnic and vulnerable minorities, the elderly etc,
- Ensure that all our staff are professionally educated and trained.



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Access to our Services

- You have the right to immediate access to our services 7 days a week, 24 hours a day .
- Where immediate access to certain services is not available on request, you are entitled to prompt access to the service required by appointment.
- You may access Garda services by calling to any of our 702 Garda Stations across the country, by approaching any Garda on duty, through written correspondence or by telephone, as appropriate.
- When you access our services, you are entitled to be given the name and station of the Garda you are dealing with, without request.
- We are committed to ensuring that public areas in Garda Stations are clean, comply with health and safety standards and are accessible for people who are less able.

Feedback

An essential element of quality service is continuous improvement. If you can suggest ways in which our services can be improved, please inform us.

The pursuit of Quality of Service in An Garda Síochána requires that we conduct customer surveys from time to time to identify shortcomings in present processes and outcomes. If you are approached to take part in such a survey, we would be grateful for your support, but remember you have the right to decline.



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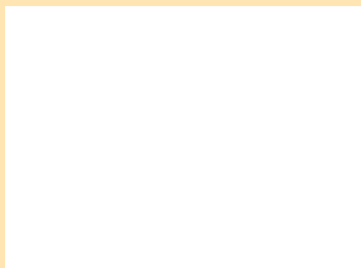
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We believe that the police service must be fully accountable to the public. Feedback from the community is vital if we are to rectify mistakes and improve service quality for the future. Therefore, if you are dissatisfied with the range or quality of Garda services offered to you, then we encourage you to bring your complaint or observation to our attention. We will endeavour to set it right.

Similarly, if you were particularly pleased with any of our services, we would like you to let us know. Together we can do it better.

SERVICE COMMENTS, COMPLAINTS AND SUGGESTIONS SHOULD BE ADDRESSED TO:

YOUR LOCAL GARDA SUPERINTENDENT



**GARDA CUSTOMER LIAISON OFFICER
NATIONAL QUALITY SERVICE BUREAU
GARDA SÍOCHÁNA COLLEGE
TEMPLEMORE
CO. TIPPERARY
TELEPHONE 0504 35436
FAX 0504 35451
OR EMAIL gquality@iol.ie**

The above is designed to enhance the quality of Garda services and is without prejudice to your existing rights.

The most effective form of policing is achieved when community groups and the Gardaí come together in partnership to solve problems which affect the quality of life in the community

Community commitment is a two way process – our success reflects your participation, support and contribution.