

EITAS Ltd – Customer Charter

1. What is the Customer Service Charter?

This Customer Service Charter is a commitment to the quality of our service delivery to you and sets out what EITAS Ltd will do for you, how we propose to do it, and in what time scale.

EITAS are committed to providing our Customers with a professional, efficient and courteous service. The purpose of this Customer Charter is to set out the nature and quality of services, which our customers can expect to receive from EITAS Ltd. We will treat all customers with respect, dignity, professionalism and efficiency, and, our customers are requested to treat EITAS Ltd staff and each other in a similar manner.

This Charter can be accessed via the EITAS website (www.eitas.ie).

2. Commitment

The Directors and Management of EITAS Ltd have an absolute commitment to:

- Deliver our services to all stakeholders in a timely, effective and professional manner, and in accordance with our values.
- Conduct our business in a fair, open and transparent manner, with regard to your privacy and confidentiality.
- Strive for excellence in the development and delivery of works and services through active consultation and continuous improvement.
- Provide maximum possible access and choice in the delivery of our services, while endeavouring to accommodate particular language, diversity and physical access needs.
- Provide accurate, authoritative and appropriate advice and information in a form that best suits your needs.
- Resolve complaints and appeals in an efficient and effective manner.

Please email us on info@eitas.ie with any comments or feedback on our Customer Charter.

3. Equality

We aim to provide services that are open to everyone and continue to work towards making our premises accessible to every customer. We will ensure that privacy, dignity and religious and cultural beliefs are fully respected in accordance with all legislation.

We will promote equality of opportunity:

- Between persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation.
- Between men and women generally.
- Between persons with a disability and persons without.
- Between persons with dependents and persons without.
- In addition, without prejudice to this obligation, we will promote good relations between persons of different religious belief, political opinion, and racial groups.

4. Feedback, Complaints and Appeals.

EITAS Ltd at all times seeks to deliver an efficient and effective service to its customers. We welcome all feedback, both good and bad, and we believe that our stakeholders have a right to complain if a reasonable level and quality of service is not provided. We also aim to learn from our mistakes and use the information we gain from feedback and complaints to improve our services. All complaints and feedback will be dealt with in a fair and sympathetic manner and we will usually respond in the manner explained below.

Who can give Feedback or Complaint?

Any person who receives, requests or is directly affected by the services of EITAS Ltd is welcome to give feedback or make a complaint to us, including the representative of someone who is dissatisfied with our service.

Complaints

We regard a complaint as a written expression of dissatisfaction about EITAS Ltd or any third-party acting on behalf of EITAS Ltd.

What can I complain about under this Policy?

You can submit a complaint relating to standard of service, delays, mistakes and instances where you did not receive the level of service you feel you are entitled to, for example:

- The quality and standard of any service provided by us or on our behalf, including interactions with EITAS personnel or representatives;
- The quality and standards of administrative processes;
- The quality and completion of our works;

Your complaint may involve more than one of EITAS's services or be about someone working on our behalf.

How to submit a complaint.

Your complaint can be submitted

By email: complaints@eitas.ie

By post: EITAS Ltd, Unit 504B, Mitchelstown Road, Northwest Business Park, Ballycoolin, Dublin 15.

Please include your name and contact details together with as much information as possible, including your address and/or reference number that you have been provided with (and documentation if relevant) about the complaint. This will enable us to investigate your complaint promptly and respond to you as best we can. If you are making a complaint on behalf of another person, please also submit their written agreement for you to represent them.

Management of the Complaint

The Complaint will be addressed in full compliance with the EITAS Ltd "Customer Complaints Policy" by Contact Centre Manager Laura Hillen. The key targets within this Policy are:

- Complaint to be acknowledged within 24 hours;
- Complaint to be resolved within a further 24 hours – or where this is not possible, a mutually agreed action plan is agreed to bring the issue to a full and satisfactory resolution.

Appeals Process:

If you are not satisfied that your complaint has been adequately resolved by the Contact Centre Manager you can request a review against the complaint resolution process to General Manager Patrick Davidson patrick@eitas.ie who will then undertake an investigation of the issue and make a determination on the matter within 7 days.

5. Customer Responsibilities

It is expected that customers will treat representatives of EITAS in a professional, courteous and civil manner during all dealings with them.

Accordingly, the following behaviour is not acceptable:

- Disruptive behaviour;
- Harassment of staff or members of the public;
- Use of violence or threat of violence towards staff or members of the public;
- Malicious damage to premises or theft of EITAS's property;
- The use of alcohol and illicit drugs;
- Smoking in and around work areas or areas of public consultation.

6. Review of Customer Charter

Within the current ISO9001 Quality Management System, EITAS Ltd will continue to review the effectiveness and suitability of this Customer Charter as part of a process of continuous improvement. Based upon these ongoing reviews and the feedback of our Customers, the Directors of EITAS Ltd will ensure that this Charter is effective in helping to deliver the highest standard of service to all of our stakeholders.

Signed:
Patrick Davidson
General Manager



Date: 24/06/2025