



Department of Health and Children  
An Roinn Sláinte agus Leanaí

# Customer Service Action Plan

2003 - 2004



Partnership  
Key to Progress



Department of Health and Children  
An Roinn Sláinte agus Leanaí



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## **Foreword by the Secretary General**

I am pleased to welcome the Department's Customer Service Action Plan 2003-2004, which was prepared in association with the Partnership Committee. The Plan is based on the Twelve Quality Customer Service Principles set out in the Government's Quality Customer Service Initiative and outlines the actions which will be taken to give effect to these Principles.

This Plan is part of our ongoing programme of development in relation to Quality Customer Service and is an integral part of the Department's business planning process. The aim is to ensure that the objectives of Quality Customer Service are at the core of everything we do.

Consultation with our customers, both internal and external, is a key element in the identification of areas for improvement. In the development of this plan both front-line staff and external customers were consulted. The health boards and a range of health agencies were surveyed. Formal procedures for handling customer complaints are being introduced to support our Quality Customer Service Initiative in 2003. This Initiative will not only provide customers with mechanisms to seek redress but will also help highlight any deficiencies in our systems and procedures, which will be addressed to the mutual benefit of customers and the Department.

In 2003, there will be more concentrated efforts to improve facilities on our Website and generally develop E-business. There are plans to provide Internet Services through the Public Services Broker (Reach) allow birth, death and marriage certificates to be ordered by customers on line from the General Register Office. Work on modernising the Civil Registration Programme will be continued in conjunction with the Department of Social and Family Affairs.



There is an increasing awareness of the importance of providing a quality customer service to our internal customers. Internal customer service is about the duty of care we owe to our colleagues. Internal customer service impacts very heavily on the quality of the service we deliver to our external customers and therefore involves everyone. Partnership has been very fruitful in developing ideas on internal customer service. Providing an effective level of customer service to internal customers leads to better communication and a better delivery of service. I would like to thank the sub-group of Partnership for their work on this and on the Customer Service Action Plan overall.

The success of what is achieved in implementing this plan will be measured through feedback from our customers. This feedback will be used to build on progress made and will help us to explore innovative ways to measure our service delivery. Partnership, and especially the sub group will play an important role in monitoring the implementation of the Customer Service Action Plan. We will report on progress in implementing the Plan in our Annual Report.

The next step for all Government Departments is to work towards a Departmental Customer Service Charter as part of a four stage Quality Cycle. The Taoiseach has recently set out the stages of the cycle as:

- Consultation with customers and front line staff
- Committing publicly to clear performance standards
- Measurement and evaluation of performance against these standards
- Reporting these results publicly

Guidelines on the development of Departmental Customer Services Charters are being prepared by the QCS Working Group on which this Department is represented. The Customer Service Charter will be developed this year and I look forward to working in partnership with both colleagues and customers in its development.

I am proud of the professionalism and expertise of the staff of the Department and the quality of the service provided by the Department. Now we have to press ahead with the



implementation of this plan and the furthering of quality customer service as a core principle in everything we do. To assist staff, the Department will continue to consult in relation to QCS issues and will ensure that staff receive appropriate levels of training and support. I look forward to the Department maintaining and improving the level of customer service already achieved to ensure continuing improvements in the quality of services delivered.

Michael Kelly  
Secretary General  
February 2003



## **Principles of Quality Customer Service**

One of the fundamental themes of Delivering Better Government (1996) is the “achievement of an excellent service for the Government and for the public as customers and clients at all levels”. In 2000, the Quality Customer Service (QCS) Working Group reviewed and revised the 1997 Principles of Quality Customer Service to take account of changes in the environment since 1997, such as the equality agenda. In July 2000, the Government decided that:

- The revised 12 QCS principles be adopted by the Civil Service;
- Departments/Offices proceed to update, refine and publish their Customer Service Action Plans (CSAPs) by the first quarter of 2001 to give full effect to these revised principles and to ensure continuous quality improvement;
- Departments/Offices ensure that the revised principles are firmly embedded in their Strategy Statements and Business Plans;
- Departments/Offices report on progress on the goals and objectives of their CSAPs in their Annual Reports;
- The QCS principles be extended by each Department/Office to include any public service organisation, agency or body for which it has responsibility.



## **The 12 Principles of Quality Customer Service**

### **For Customers and Clients of the Public Service**

**In their dealings with the public, Civil Service Departments and Public Service offices will:**

#### **1. Quality Service Standards**

Publish a statement that outlines the nature and quality of service which customers can expect, and display it prominently at the point of service delivery.

#### **2. Equality/Diversity**

Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community).

Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.

#### **3. Physical Access**

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

#### **4. Information**

Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publication. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.



## **5. Timeliness and Courtesy**

Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer.

Give contact names in all communications to ensure ease of ongoing transactions.

## **6. Complaints**

Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.

## **7. Appeals**

Similarly, maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

## **8. Consultation and Evaluation**

Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.

## **9. Choice**

Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

## **10. Official Languages Equality**

Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

## **11. Better Co-ordination**

Foster a more coordinated and integrated approach to delivery of public services.





## **12. Internal Customer**

Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.



## **Mission Statement**

The mission of the Department of Health and Children is:

“To support, protect and empower individuals, families and their communities to achieve their full health potential by putting health at the centre of public policy and by leading the development of high quality, equitable and efficient health and personal social services.”

## **Who are our customers?**

- ➔ General Public which includes members of the public who may or may not have ever contacted the Department of Health and Children but who have an interest in knowing that if they ever need to they will be treated in a fair and equitable manner. This group also includes members of the media, teachers and school children
- ➔ Public Representatives and members of the Oireachtas
- ➔ Other public servants and officials of International Organisations: - Staff of other Government Departments, Health Boards, Voluntary Hospitals, Voluntary Sector Organisations, Other Health Agencies, Trade Unions, Officials of the European Union, Officials of International Organisations
- ➔ Special Interest Groups: groups representing a specific health interest
- ➔ Internal Staff are customers of each other and it is important that the internal customer is acknowledged (See Principle 12)



## Principles of Quality Customer Service

The following sets out actions, target dates, objectives and performance indicators for implementing each of the Principles of Quality Customer Service.

### 1. Quality Service Standards

Publish a statement that outlines the nature and quality of service which customers can expect, and display it prominently at the point of service delivery.

Action	Target Date	Objective	Performance Indicator
Customer Service to be identified as a core competency for all DoHC staff participating in PMDS*	End 2003	Staff to become aware of the 12 principles of QCS and the role we all play in QCS for the Department	Improved QCS measured by survey
Progress on QCS** will be provided in Departmental Annual Reports	April 2003	Evaluate and report on our progress on an ongoing basis	Progress on QCS reported on in Annual Report
QCS and Induction training courses to include awareness of 12 Principles	March 2003	Raise awareness and understanding of 12 Principles	Talk on QCS by member of QCS team included in Induction
CSAP*** finalised circulated to all staff and made available on website	January 2003	Reiterating the importance of QCS and circulating action plan for the 12 Principles	CSAP circulated and available on website

\* – Performance Management Development System

\*\* – Quality Customer Service

\*\*\* – Customer Service Action Plan

The following has been achieved to date on quality customer standards:-

- Guidelines on Customer Service have been issued to all staff
- QCS principles and standards of service delivery are displayed in all reception areas



## 2. Equality/Diversity

Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community).

Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.

Action	Target Date	Objective	Performance Indicator
GRO Modernisation Civil Registration Programme	As per Programme	Help meet geographic boundaries to service aspect of Equality	Increased ease in obtaining certificates, able to purchase certificates on line, less personal callers
Include Equality/ Diversity awareness in modules of relevant training courses	June 2003	Increase awareness of Equality/Diversity	Training modules developed and available
Continue to promote the availability of family friendly schemes for all staff	Ongoing	Equal access to family friendly schemes irrespective of gender, marital status etc.	Participation on family friendly schemes at all levels
Areas for priority action as per Equality & Diversity Policy	As per Policy	To meet requirements of recent legislation	Target dates met as per policy

The following has been achieved to date on Equality/Diversity:-

- Participation in pilot equality/diversity schemes run by the Civil Service Commission and Local Appointments Commission
- Departmental staff who are fluent and willing to provide a service through different languages have been identified



### 3. Physical Access

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

Action	Target Date	Objective	Performance Indicator
Ensure physical access to all our public offices especially for those with special needs	Ongoing	Ensure access for all	Increased accessibility
Physical access has to be a priority when sourcing new headquarters	Ongoing	Ensure ease of access for all	Easy access to new headquarters
Provision of induction loop to benefit Hearing Aid users		Able to accommodate hearing aid users	Induction loops fitted
Interim measures should be put in place to improve Hawkins House prior to moving	Ongoing	Cleaner working environment, public areas, toilets etc.	Cleaner working environment
Review health and safety policy and procedures		Ensure accommodation meets health and safety standards	New health and safety procedures in place

The following has been achieved to date on physical access:-

- Guidelines have been issued to all staff on how to assist customers with disabilities
- New ramp has been installed in Joyce House and facilities there have been upgraded



#### 4. Information

Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact and meets the requirements of people with specific needs.

Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publication.

Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

Action	Target Date	Objective	Performance Indicator
Ensure website is kept current and up-to-date	Ongoing	Need for staff to be proactive about information Make information provision the responsibility of all relevant staff	On-line access to new, current, up-to-date, useful and relevant information
Ensure healthNet (intranet) is kept current	Ongoing	Need for staff to be proactive about information Make information provision the responsibility of all relevant staff	On-line access to new/current departmental information for staff
Ensure that new departmental information on OASIS is kept up-to-date	Ongoing	User friendly on-line access to Guide to Health Services	Feedback received from users of Oasis
Ensure relevant publications are available in Irish, braille, large print etc. if requested	Ongoing	Meet all customers needs	Customers needs met
Continue to display current reports/health promotion literature in Hawkins House main foyer	Ongoing	Easy access to hard copy material	Increased uptake by our customers

The following has been achieved to date on information:-



Health Promotion/Health reports available electronically and in front foyer

This Department has actively participated in OASIS – Comhairle’s **On-line Access to Services, Information and Support** and supplied large amounts of health related information.

## 5. Timeliness and Courtesy

To deliver services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer.

Give contact names in all communications to ensure ease of ongoing transactions.

Action	Target Date	Objective	Performance Indicator
Deal promptly with requests for publications	Ongoing	Provide an efficient service	Customer Service Request tracking reports
Produce protocol regarding service delivery times, voicemail, email address etc.	March 2003	To deliver services promptly and ensure ease of contact for customers	Protocol produced circulated and implemented
Monitor and review existing service delivery standards	December 2003	Evaluate existing delivery standards	Market research carried out

The following has been achieved to date on timeliness and courtesy:-

- Guidelines have issued to all staff recommending that contact names are given in all communications
- External Customer Service Survey carried out regarding reasonable response times etc.

## 6. Complaints

Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.

Action	Target Date	Objective	Performance Indicator
Create quality of service feedback form on the website. Evaluate feedback and publicise	March 2003	To encourage customers to give feedback	Feedback form available, forms evaluated and publicised.
Devise formal complaints procedures about service provided	March 2003	Develop best practice complaints procedures	Protocol developed circulated and implemented



The following has been achieved to date on complaints:-

- Comment cards are now available in all public areas
- Quality of service complaints manager has been nominated and details circulated

## 7. Appeals

Similarly, maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to service.

Action	Target Date	Objective	Performance Indicator
Devise formal appeals procedures about service provided	March 2003	Develop best practice appeals procedures	Protocol developed circulated and implemented
Inform customers of their right to appeal decisions on service delivery complaints	March 2003	Customers are made aware of their rights	Advertisements placed appropriately

The following has been achieved to date on appeals:-

- Quality of Service appeals manager has been nominated and details circulated





## 8. Consultation and Evaluation

Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services.

Ensure meaningful evaluation of service delivery.

Action	Target Date	Objective	Performance Indicator
Conduct annual external customer surveys	December 2003	Benchmark ourselves and set new targets	Surveys held and acted upon. Improvement in ratings as time progresses
Ongoing consultation with QCS subgroup of internal Partnership Committee	Ongoing	Continuous consultation on QCS and how to improve delivery	Appropriate service delivery changes made
Run Ringmaster reports on response rates etc. regularly Ringmaster allows evaluation of the calls received and dealt with at the switch		Evaluate our response rates etc.	Reports run, circulated and changes made

The following has been achieved to date on consultation and evaluation:-

- External customer service survey carried out and evaluated
- Ringmaster software to be installed so that response rate reports can be run



## 9. Choice

Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times.

Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

Action	Target Date	Objective	Performance Indicator
Continue with GRO Modernisation Programme	As per Programme	Customers will be able to purchase registration certificates online, 24 hours a day,	Ability to purchase certs online
Encourage use of voicemail	Ongoing	Customers informed of availability, other contact numbers etc.	Effective use of voicemail
Ensure sections are manned during relevant times	December 2003	Provide a service during office hours	Mystery shopper survey carried out where test calls are made to ensure service is provided at all times
Ensure relevant publications are available on website	Ongoing	Customers can access 24 hours per day	Publications on website

The following has been achieved to date on choice:-

- Faxed/Posted or counter applications (general and research) for certificates (births, deaths and marriages) can now be paid for by credit card
- New target response times to correspondence set as per External Customer Survey results



## 10. Official Languages Equality

Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

Action	Target Date	Objective	Performance Indicator
Prepare for compliance with Official Languages Equality Bill, 2002	Ongoing	Be prepared for when legislation is enacted	Bill complied with

The following has been achieved to date on official languages equality:-

- List of bilingual staff who are able and willing to deal with customers through Irish has been drawn up
- Irish content increased on website



## 11. Better Co-ordination

Foster a more co-ordinated and integrated approach to delivery of public services.

Action	Target Date	Objective	Performance Indicator
Continue with the Civil Registration Modernisation Programme in conjunction with Dept. of Social & Family Affairs	As per Programme	Provide an integrated service with Dept. of Social & Family Affairs	Targets met as per timeframe
Participation in ongoing eGovernment strategy	Ongoing	Provide information electronically	Projects in place by target dates
Ongoing commitment to implementation of civil service modernisation programme	Ongoing	Ensure integrated approach to service delivery	Active involvement and participation in process

The following has been achieved to date on better co-ordination:-

- Provision of information on websites such as the Department of Health and Children ([www.doh.ie](http://www.doh.ie)), Adoption Board ([www.adoptionboard.ie](http://www.adoptionboard.ie)), General Register Office ([www.groireland.ie](http://www.groireland.ie)), Health Promotion Unit ([www.healthpromotion.ie](http://www.healthpromotion.ie)), National Children's Office ([www.nco.ie](http://www.nco.ie)), Crisis Pregnancy Agency ([www.crisispregnancy.ie](http://www.crisispregnancy.ie)), Forum on Water Fluoridation in Ireland ([www.fluoridationforum.ie](http://www.fluoridationforum.ie)), Irish Social Services Inspectorate ([www.issi.ie](http://www.issi.ie)), The National Strategy for Nursing and Midwifery in the Community ([www.namic.ie](http://www.namic.ie)), Consultative Council on Hepatitis C ([www.cchepc.ie](http://www.cchepc.ie)),
- Co-ordinated with Comhairle for inclusion on OASIS – eGovernment initiative
- Civil Registration Modernisation Programme targets achieved to date



## 12. Internal Customer

Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

Action	Target Date	Objective	Performance Indicator
Include internal customer module on all customer service training/ induction courses		Increase awareness of the importance of the internal customer	Internal Customer module included
Launch Staff Suggestion Scheme on service delivery	June 2003	Listen and acknowledge all suggestions	Staff Suggestion Scheme launched
Protocol developed for all staff regarding dealings with internal customers	March 2003	Treat others as you would wish to be treated	Protocol developed circulated and implemented
Recommendations of Climate Survey acted upon	Ongoing	Action Plan developed from recommendations made	Action Plan implemented

The following has been achieved to date on consultation with the internal customer:-

- Quality Customer Service Partnership sub committee set up
- Appropriate training courses offered arising from Role Profile forms
- Hosca Internal Staff Climate Survey carried out



## Appendix I – Consultation with the Internal Customer

A partnership sub committee on customer service was set up which included the following staff members:

Marie Dullea, (Chair) Change Management Team  
Elizabeth Barrett, Hospital Planning Office  
Elizabeth Canavan, Partnership  
Angela Good, Change Management Team  
Pat Hastings, Partnership  
Seán McCormack, General Register Office  
Michael Mulkerrin, Customer Services Unit  
Oilbhe O'Donoghue, Health Promotion Unit  
David Owens, Physical Disability Services  
Jean Troy, Change Management Team

The following members of staff made valuable contributions towards this plan.  
Fergal Goodman, Primary Care Task Force



## **Appendix II – Principal Contact Points**

Department of Health and Children  
Hawkins House

Hawkins Street  
Dublin 2  
Tel: 635 4000


General Register Office  
Joyce House  
8 – 11 Lombard Street East  
Dublin 2  
Tel: 635 4000

General Register Office  
Racecourse Road  
Roscommon  
Tel: 0903 27330

Adoption Board  
Shelbourne House  
Shelbourne Road  
Dublin 4  
Tel: 230 9301

National Children's Office  
Floor 3  
94 St. Stephen's Green  
Dublin 2  
Tel: 418 0582

Irish Social Services Inspectorate  
Floor 3  
94 St. Stephen's Green  
Dublin 2  
Tel: 418 0588

 Crisis Pregnancy Agency  
Floor  
89 – 94 Capel Street  
Dublin 1  
Tel: 814 6292

## **Appendix III – Consultation with the External Customers**

### **Introduction**

The Department has conducted a survey of the Health Boards and a range of Health Agencies to evaluate and improve the level of customer service offered to these customers. A copy of the survey questions is included. A total of 23 surveys were sent out and 16 were returned. This gave a response rate of 70%

### **Summary of Results**

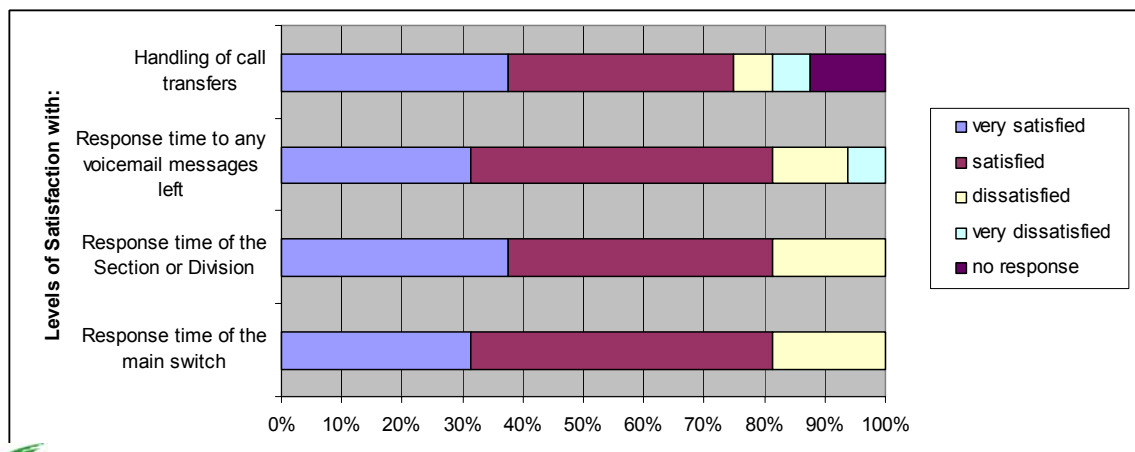
The sections of the survey discussed in this report are

- Telephone callers
- Personal callers
- Correspondence
- Forms/Returns
- Website
- General comments from Health Boards and Agencies.

### Telephone Callers

The agencies were very positive in their response to the questions relating to the telephone calls of the Department with 75% of respondents claiming that their queries are dealt with efficiently and promptly. All agencies stated that they use Direct Dial Inwards (DDI). This reduces the waiting time for callers and enables a more efficient and effective service. All agencies also stated that they are treated in a friendly and courteous manner.

The graph below shows the satisfaction levels of the agencies with the response time of the switch, the response time of the section or division, the response time to any voicemail messages left and the handling of call transfers.



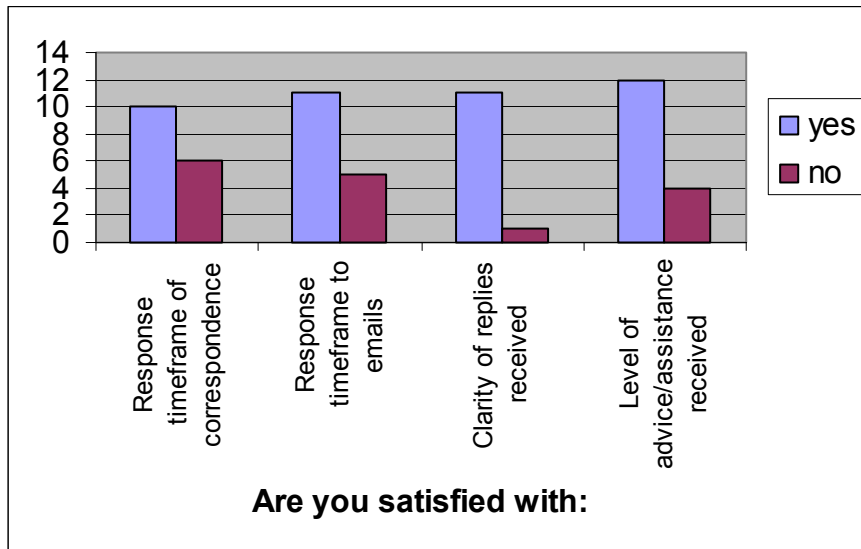
### Personal Callers

Personal callers to the Department are, in general, positive about the service that they receive. This question was only relevant for 75% of respondents, of which 68.75% of respondents reported that they were treated in a friendly and courteous manner when they called to the Department. The question concerning satisfaction with the facilities within the Department was relevant to 68.75% of the respondents. Of these 100% reported that the facilities were satisfactory.

### Correspondence

The graph below displays the satisfaction levels of health boards and agencies with Departmental correspondence.





### Forms/Returns

The question relating to Departmental Forms/Returns only applied to 37.5% of health boards and agencies. Of these, 100% of them reported that the forms/returns are clear and easy to understand.

### Website

81.25% of the health boards and agencies reported that they use the website and 100% of these claimed that it is clear and easily navigated.

### Comments from Health Boards and Agencies

#### Positive Comments

- The services referred to in the survey have improved considerably in the past two years
- The publications section of the website is very useful



#### Negative Comments

- There is still a tendency for some people not to give their name on answering the phone
- Voicemail messages left for Departmental staff are rarely followed up but if information is requested by the Department it is expected in a very short timeframe
- Overuse of the voicemail often impedes speedy telephone contact with Department officials
- In telephone contact if you don't know who you want specifically it can be quite a challenge to find who you are looking for

#### Suggestions for Improved Customer Service

- Information should be more easily accessible – took 3 weeks to get 2 data tables
- If a response is going to be delayed for reasons outside of the control of the individual/Department, this should be explained to avoid over ambitious expectations
- Stand-alone agencies need some forum in order to interact with the Health Boards

- An on-line phone directory would be useful (with up-to-date direct dial numbers for individuals and sections)



The Department of Health and Children is committed to providing a high quality service to all its customers. In order to help us monitor and improve our level of service, we would welcome and value your comments and suggestions for improvement.

*As a telephone caller to the Department*

How satisfied are you with the :

	<i>very satisfied</i>	<i>satisfied</i>	<i>dissatisfied</i>	<i>very dissatisfied</i>
- Response time of the main switch (01 – 635 4000)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Response time of Sections/Divisions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Response time to your voicemail messages?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Handling of call transfers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you treated in a friendly and courteous manner?	<input type="checkbox"/>	<input type="checkbox"/>		
Are your queries dealt with efficiently and promptly?	<input type="checkbox"/>	<input type="checkbox"/>		
Do you use Direct Dial Inwards (DDI) i.e. ringing people directly (635 + ext. no.)	<input type="checkbox"/>	<input type="checkbox"/>		

*As a personal caller to the Department's Offices*

	<i>Yes</i>	<i>No</i>	<i>N/A</i>
Are you treated in a friendly and courteous manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are facilities for customers satisfactory?	<input type="checkbox"/>	<input type="checkbox"/>	

If 'no', please give details: \_\_\_\_\_

*As a correspondent with the Department, in general*

	<i>Yes</i>	<i>No</i>
Do you get a response within a reasonable timeframe?	<input type="checkbox"/>	<input type="checkbox"/>
Do you receive prompt replies to your email messages?	<input type="checkbox"/>	<input type="checkbox"/>
Are replies you receive clear and easy to understand?	<input type="checkbox"/>	<input type="checkbox"/>
In response to queries, are you satisfied with the level of advice/assistance received from the Department?	<input type="checkbox"/>	<input type="checkbox"/>



*user of our Forms>Returns (where relevant)*

	<i>Yes</i>	<i>No</i>	<i>N/A</i>
Are these easy to understand?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If 'No', please give details : \_\_\_\_\_

As a user of our Website (www.doh.ie)

Did you find it easy to navigate?

Yes

☐

No

☐

N/A

☐

Any suggested changes, amendments, additions, or deletions to our website?:

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The Department is hoping to set targets for response times.

In your opinion, what would a reasonable response time be for:

Main switch (number of rings)

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Section or Division (number of rings)

---

Mail (number of days)

---

Fax (number of days)

---

email (number of days)

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**Other Comments**

Any other comments on the service you receive/have received or suggestions for improving quality of service to customers would be much appreciated.

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**Contact details optional**

Organisation Name : 

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Contact Name : 

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Tel. No. : 

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email : 

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Address : 

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Date: 

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*Thank you for taking the time to complete the survey.  
Please return in the enclosed addressed envelope by Wednesday, 13<sup>th</sup> November 2002*