

Customer Charter



Principles of Quality Customer Service for Customers /Stakeholders

As a commercial state-owned body, the Port of Waterford provides port facilities and services to commercial shipping, and dealings with its stakeholders are business-to-business in nature. It also interacts with its shareholder, the Minister for Transport, Tourism and Sport and their department officials, as well as regulatory and other state organisations. It is through our car parks in Waterford city that we deal with the general public as customers.

With regard to the level of service that customers and stakeholders can expect, and having given consideration to the scale and nature of the interactions involved, the Port of Waterford will;

Standard of Service Quality

...act with integrity and sincerity and be honest and fair in our dealings with stakeholders and members of the public. We will be optimistic, friendly, approachable, open and engaging.

Equality & Diversity

...ensure the rights to equal treatment established by equality legislation, and accommodate diversity.

Physical Access

...provide clean, accessible public offices that comply with occupational and safety standards and facilitate access for people with disabilities and others with specific needs.

Information

...take a proactive approach in providing information that is clear, timely and accurate, and continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

Timeliness and Courtesy

...deliver quality services with courtesy, sensitivity and the minimum delay, and foster a climate of mutual respect between provider and customer. Contact names should be in all communications to ensure ease of on-going transactions.

Complaints

...maintain an accessible, transparent and straightforward procedure for dealing with complaints, with an appropriate appeals process, and will publish this on its company website.

http://www.portofwaterford.com/uploads/download/Complaints_Procedure.pdf

Consultation

...keep relevant stakeholders informed of developments, and provide a forum for the exchange of information with port users on a regular basis.