

Customer Service Statement

In their dealings with the public and profession under the following headings the Dental Council will:

Quality Service Standards

Strive to deliver a high-quality standard of service in all our activities.

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.

Physical Access

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards.

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, fostering a climate of mutual respect between the council and the public and profession. The Dental Council expects all callers to treat the Dental Council staff with respect.

Complaints

Deal with complaints in a prompt and efficient way. Complaints about the quality of service may be made in writing to the Registrar of the Dental Council, 57 Merrion Square, Dublin 2. Complaints will be acknowledged within 5 working days and we aim to make substantive response within 28 working days.

Consultation and Evaluation

Provide a structured approach to meaningful consultation with, and participation by, the public and profession in relation to the development statutory guidance and policy.

Internal Customer

Ensure that employees are properly supported and consulted with regard to changes in service delivery.