



IRISH NATIONAL ACCREDITATION BOARD (INAB) CUSTOMER CHARTER

GD06

OUR COMMITMENT TO OUR CLIENTS

INAB is committed to providing a professional, efficient and courteous service to all our clients, providing and delivering the highest quality of service. We will treat all our clients equally and make every effort to ensure that the services we provide reflect your needs and expectations.

This Customer Charter is INAB's statement on the levels of service clients can expect. It does not seek to cover all the functions and services provided by INAB, but outlines our commitment to you, the client, including:

- The levels of service you are entitled to expect when you contact INAB
- How to contact INAB
- How your input can contribute to the improvement of our services
- How to obtain further information, provide feedback or make a complaint

OUR MEASURE OF SUCCESS

INAB aims for the highest standards in client service and responsiveness.

We perform feedback surveys at least every 2 years and we aim to have a client service and responsiveness rating of no less than 85%. Where we fall below that, we will put in place an action plan to improve our performance.

INAB is committed to providing an efficient and responsive accreditation service and have set targets and metrics which we monitor and measure on a regular basis.



INAB Customer Charter

CONTACTING INAB

We will deal with your enquiry efficiently and promptly and treat you with courtesy and respect in all communications.

By Phone

1. Administration Team

- The phone will be answered by the INAB administration team
- Where voicemail is activated, an alternative contact number will be made available for you to contact the administration team

2. Assessment Manager

- Office phone / mobile phone will be answered when in the office and available
- Voice mail will be activated when out of the office on assessment or annual leave
- Where your assessment manager is on leave it will be necessary to wait for a response to any queries on assessment visits, scope applications or general queries in relation to your accreditation. This is to ensure you receive the most accurate and comprehensive response to your query. The email out office message and the voicemail will give the return date. If the issue is urgent and cannot wait until their return, please contact the INAB administration team, who will re-direct your query
- Other general queries should be directed to the administration team

By E-mail

- An automated e-mail response will issue where staff are out of the office advising of a return date

CRM Queries

For all matters relating to your accreditation, please only use the *Accreditation Query* function on the portal; this will be directed to your assigned assessment manager. You may cc the assessment manager's direct email address also but the response will be issued from CRM.

Website

INAB has responsibility for its website providing information on accreditation and our accredited clients. We are committed to the ongoing maintenance and development of our website to ensure that they are accessible, informative and up to date.

Meetings at INAB Offices

Clients/General Public will need to make prior appointments, as our offices are not open to the public.

Statutory Obligations

HSA/INAB is fully committed to fulfilling all relevant statutory obligations in relation to Data Protection, Equality, Freedom of Information, Prompt Payment of Accounts and Safety, Health & Welfare at Work.

HOW YOUR INPUT CAN CONTRIBUTE TO THE IMPROVEMENT OF OUR SERVICES

A. FEEDBACK

We welcome and value your comments and suggestions on all aspects of our services. You can contribute to this process by:

- **Complete the INAB Client Satisfaction Survey:** All clients are invited to complete periodic satisfaction surveys every 2 years, which INAB analyse to identify opportunities for improvement in delivery of the accreditation service.

- **Client Feedback Form**

This form is available on our website – under the [Contact Us](#) section

This form can be completed and returned to our quality manager for processing. This can be feedback on both positive and negative experiences with INAB and the assessment process.

- **INAB Policy Statement on Mechanisms of Feedback to INAB PS25**

This policy outlines the number of feedback mechanisms through which stakeholders can submit this feedback. It is available on our website www.inab.ie in the documents section. Click here for a [direct link](#) to access.

- **Client Complaints Procedure**

See Section 7 in the [R1 Regulations](#)

B. WORK WITH US

- Use the client CRM portal to maintain and manage your accreditation and submit queries
- Commitment to a quick response to proposed visit dates
- Submission of relevant documents on time via CRM, particularly application and PS10 document submission [PS10 policy](#)
- Submission of extension to scope applications 6 months in advance of surveillance visits
- Closure of nonconformities with the 1 and 3 month deadlines

INAB is part of the Health and Safety Authority and their customer charter is available [here](#)

INAB Customer Charter

Contact	For
General Administration Michelle Kelly Vanessa Dowling	General queries, queries via website, access to CRM, etc
Visit Scheduling Vanessa Dowling	All matters relating to the organising and confirming date of your visit(s)
Brid Burke James Stapleton Sinead Guckian Padraig Keane John Spaight Ciaran Barker William Clarke Joanne Coyle Remco Klop Jen Quinn Aoife Connell	Assessment Managers All matters relating to the management and maintenance of your accreditation, including all scope queries Query on bill amount / breakdown, suspension due to non-payment of fees
Crowleys DFK (Finance Team)	Finance Query on Invoice / Credit notes, payments hsafinance@crowleysdfk.ie
Scheme Manager Brid Burke	General Queries – Laboratories, Reference Material Producers and Proficiency Test Providers
Scheme Manager James Stapleton	General Queries – Certification and Verification Bodies, Notified Bodies
Scheme Manager Sinead Guckian	General Queries – Inspection Bodies
Quality Manager Andrew Stratford	Client feedback Assessor feedback
Project & Communications Executive Orla Ivers	Communications Surveys
INAB Programme Manager Adrienne Duff	Complaints/Appeals
INAB Enquiries	inab@inab.ie 01-6147182
Media Enquiries	pressoffice@hsa.ie 01-6147068
Freedom of Information	foi@hsa.ie