

Injuries Resolution Board

Customer Charter

Introduction

The Injuries Resolution Board is Ireland's independent and impartial State Body which resolves personal injury claims. We independently resolve personal injuries claims for compensation in the following categories: Motor liability, Employer liability (workplace accidents), Public liability and Garda Compensation.

We also provide a mediation service which is a voluntary and confidential process widely acknowledged as an effective way of resolving disputes.

The Injuries Resolution Board is committed to providing an efficient, timely, professional, and courteous service to all our customers in every aspect of our operations. The Injuries Resolution Board regards all those with whom it has a service relationship as customers. This Charter sets out the standards of service the Injuries Resolution Board aims to provide to customers.

Mission Statement:

'To be the independent facilitator in the delivery of compensation entitlements in a fair, prompt and transparent manner for the benefit of society'.

We will:

- Provide clear and accurate information
- Set real and achievable business targets
- Monitor performance against the achievement of targets
- Consult with customers in order to evaluate services provided
- Treat customers equally, fairly and with respect

The Service You Can Expect:

Telephone

We will provide a telephone line

We will be available to answer your call Monday to Friday 8.00am-6.00pm

We will answer your call promptly and aims to answer 95% of calls within 40 seconds

Our staff will be courteous and helpful

We will provide information and assistance in relation to our process

Applications

The Injuries Resolution Board will aim at all times to issue statutory notices as required under the PIAB Act 2003 following the making of an Application, as soon as is practicable but allowing for the time required for the preparation and quality checking of the notice concerned.

Written Correspondence

The Injuries Resolution Board can receive written correspondence via several mediums including Post, Document Exchange, E-mail.

If you send us a letter, fax or e-mail us will endeavour to:

- Deal with all correspondence within 4 working days
- Respond to correspondence in 4 working days where required. If it is not possible to give a comprehensive reply within 4 working days the Injuries Resolution Board will send you an interim reply explaining the position and indicating when you can expect a definitive response
- Include a claims reference, telephone number, fax number and an E-mail address on all correspondence
- Ensure that all replies will be written in a clear, concise and easily understood manner, taking into account the requirements of relevant legislation

Website

The Injuries Resolution Board website follows guidelines on accessibility set out by the W3C (the World Wide Web Consortium). The W3C WAI (Web Accessibility Initiative) produces accessibility guidelines (WCAG 1.0) that are an internationally recognised benchmark of accessibility. In designing the Injuries Resolution Board, we have applied all appropriate WAI Priority 1 and Priority 2 criteria of the WAI's web content accessibility guidelines.

The Injuries Resolution Board is committed to making our website accessible to all people, regardless of ability. Advice is provided on the website on adjustments that service users can make to the font size, access to adobe reader to access PDFs and Java Script for video content

The Injuries Resolution Board has a trained Access Officer who is responsible for providing and coordinating assistance and guidance to people with disabilities accessing our services and additionally has a Disability Liaison Officer for staff of the Board. Our Liaison Officer can also act as a point of contact for people with disabilities wishing to access our services. Contact details can be found below.

Services through Irish

The Injuries Resolution Board undertakes to make every effort to facilitate customers who wish to conduct business through the Irish Language. In particular the Injuries Resolution Board guarantees to:

- Meet commitments under the Official Languages Act 2003 including replies in Irish to correspondence received in Irish;
- Publish an Annual Report and Statement of Strategy in both Irish and English.

Services through Other Languages

The Injuries Resolution Board will ensure every effort is made to facilitate customers who wish to conduct business through a variety of languages.

Claimants will have the benefit of access to much information available at <http://www.injuries.ie> in languages such as: Russian, Polish, Chinese, and Arabic.

Equality and Diversity

The Injuries Resolution Board is committed to ensuring the rights of individuals to equal treatment established by equality legislation are adhered to at all times.

The Injuries Resolution Board will endeavour to acknowledge and accommodate the diversity of these groups covered by equality legislation.

Data Protection

The Injuries Resolution Board has published a comprehensive Data Protection 'Code of Practice' which is available on this website at <https://www.injuries.ie/eng/data-protection/>. The Code has been developed in accordance with our legal obligations including the Data Protection Acts and the General Data Protection Regulation (GDPR), and may be updated from time to time.

The Injuries Resolution Board continually ensures that individual personal data is only processed in line with our statutory role as set out in legislation the Personal Injuries Assessment Board Act 2003 (as amended)

The Injuries Resolution Board has designated a Data Protection Officer (further information available at <https://www.injuries.ie/eng/data-protection/>)

When personal information is within our possession, we will endeavour to keep it safe and secure at all times and we will not retain it for longer than is necessary.

Complaints

The Injuries Resolution Board aims to deliver a high standard of service to all customers.

However, if you have any complaints regarding the quality of service which you cannot satisfactorily resolve directly with members of staff, you can make a complaint by writing to The Injuries Resolution Board at PO Box 8, Clonakilty, County Cork, P85 YH98 or by e-mail to

complaints@injuries.ie.

Letters or E-mails should be clearly referenced as 'Complaint' and include information such as:

- A claim reference if applicable
- The date on which a problem arose
- The name of the individual handling matters
- The circumstances giving rise to your complaint
- Any information which may help us deal with the complaint efficiently
- Any/all other information you believe is relevant

All complaints are recorded and acknowledged in writing.

Full information on our complaints policy can be found on this website at this link:

<https://www.injuries.ie/eng/complaints-policy/>

Help Injuries Resolution Board to help you:

In order to help us to provide the best service we can, please quote our reference number in all communications and ensure that application forms are fully, accurately and legibly completed.

Feedback

The Injuries Resolution Board regards feedback as the key to understanding the needs and expectations of customers. We welcome feedback and encourage you to provide it.

We also encourage staff to use their day-to-day contact with customers as a means of gathering feedback on the quality of service provided.

Monitoring Performance

The Injuries Resolution Board will provide details of its progress in advancing superior customer service in its annual reports.

Contact Details

Postal Address:

Injuries Resolution Board

P.O. Box 8

Clonakilty

Co. Cork

P85 YH98

Tel: 0818 829 121

Fax: 0818 829122

From Northern Ireland 0870 876 8121 or Overseas +353 (0)1 907 9521

Open Monday to Friday 8am-6pm Email: enquiries@injuries.ie

Access Officer Contact information:

Ian Head

Tel: 01 463 4532

Email: Communications@injuries.ie

Postal Address:

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