



Stakeholder Service Charter

Irish Prison Service Stakeholder Service Charter

Introduction

The Irish Prison Service is committed to providing a user-friendly, quality service to all our stakeholders. Please read the supporting resources available to our stakeholders:

1. Department of Justice Customer Service Charter <http://www.justice.ie/en/JELR/Pages/Customer-Charter>
2. Irish Prison Service Stakeholder Service Charter Action Plan
3. Irish Prison Service Prisoner Complaints Policy <https://www.irishprisons.ie/prisoner-services/prisoner-complaints/>

Purpose

The purpose of this charter is to set out the standard of service and behaviour which should underpin our interactions with all stakeholders. This Charter has been compiled in line with the 12 Guiding Principles of Quality Customer Service, as published by the Department of Public Expenditure and Reform.

The Irish Prison Service's Mission is to provide safe and secure custody, dignity of care and rehabilitation to prisoners for safer communities. Our vision for a safer community is realised through excellence in a Prison Service that is built on respect for human dignity, is achieved through working in partnership with all levels of government, funded services, communities and individuals. Our work is underpinned by high standards in accountability and support to all those we serve.

This Stakeholder Service Charter falls under, and is aligned with the overarching Department of Justice Customer Service Charter. We have many stakeholders, which include people, groups and organisations that have an interest or concern in the Irish Prison Service.

Customer Commitments

The Irish Prison Service depends on a good relationship with all stakeholders, one based on mutual courtesy and trust. Our standards and behaviour are governed by our Code of Ethics, the Standards in Public Office Act 2001 and the Civil Service Code of Standards and Behaviour. This Code specifies that civil servants must maintain high standards of service in all of their dealings with the public. To achieve these high standards we make the following commitments to our stakeholders:

Courtesy

We are committed to interacting with you in an open, supportive, courteous and professional manner. We will listen and work with you in a way that fosters mutual understanding, open communication, positive regard and mutual respect. We will treat everyone in a proper, fair and impartial manner while at all times remaining courteous and sensitive.



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Efficiency

The Irish Prison Service will offer you a prompt, accurate and efficient response in our dealings with you. All verified payments will be made to you in compliance with the relevant sections of The Prompt Payment of Accounts Act 1997 and the European Communities (Late Payment in Commercial Transactions) Regulations 2012. We will endeavour to offer you an efficient and supportive service through the provision of a named contact personnel. This will facilitate the building of strong working relationships and foster trust and responsibility.

Transparency

We are committed to transparency in our decision making processes (in line with the Freedom of Information Act 2014, the Data Protection Act 2018 and the General Data Protection Regulation). We will provide clear and accurate information and whenever possible, our staff will explain the decision-making processes as they impact on you.

Accessibility

The Irish Prison Service will use accessible and user-friendly methods of communication including our website and a range of social media. We will meet people in a mutually convenient and accessible location which complies with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs. The Irish Prison Service Access Officer acts as a point of contact for persons with disabilities who wish to access services – info@irishprisons.ie

Equality, Diversity and Inclusion

The Irish Prison Service will conduct its business and delivery of its service in adherence to the public sector equality and human rights duty and also equality legislation, specifically by working in an informed and mindful way of the grounds on which discrimination is prohibited.

Consultation & Evaluation

The Irish Prison Service strives for constant improvement to achieve our mission to provide safe and secure custody, dignity of care, and rehabilitation to prisoners for safer communities. The Irish Prison Service is committed to reviewing and evaluating its service delivery and reporting on the outcomes of this delivery. We will provide a structured approach to meaningful consultation with, and participation by, relevant stakeholders in relation to the development, delivery and review of services.

Official Languages Act

The Irish Prison Service will make every effort to accommodate you if you wish to conduct your business through the medium of Irish and we will comply with the Official Languages Act 2003 within specified timescales.



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COMPLIMENTS, COMMENTS AND COMPLAINTS

We value your opinion and we acknowledge that there are areas where we can improve our processes and learn from the feedback provided by our stakeholders.

We welcome comments, compliments and complaints and are interested to hear the opinions of people who have dealings with us and gain a better understanding of the experience you have had when using our services:

- What worked well
- What are the areas we could improve
- What didn't work and went wrong

Feedback from and to our stakeholders

Help us to help you. Please let us know what you think of the service we provide by submitting comments, views and suggestions. We will always endeavour to use this feedback to assist us in providing improved service to our stakeholders. You can contact us at info@irishprisons.ie

Complaints

The process for making a complaint to the Irish Prison Service will be as straightforward as possible. We will treat your complaint seriously and deal with it promptly, in confidence and in a fair and impartial manner, mindful of our obligations under the Freedom of Information Act 2014. We will learn from your complaint and use it as a basis for reviewing and improving our service to our stakeholders. The Irish Prison Service provides for a specific Prisoner Complaints Policy and Procedure which is available to all prisoners, as well as a General Complaints Policy.

The Irish Prison Service provides for a specific **Prisoner Complaints Policy** and Procedure which can be accessed [here](#). All prisoners have the right to make a complaint at any time and all complaints are treated with the utmost seriousness.

Separately, if another person or organisation has a complaint, our **General Complaints Policy** sets out the precise procedure for you to follow should you be unhappy with any part of the service that we provide. We aim to acknowledge receipt of your complaint within 10 working days and provide a more substantive answer within 20 working days. If it is not possible to answer your query within these timeframes we will communicate with you to keep you advised of our progress.

The Irish Prison Service views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

How to make a complaint: By email or in writing, via post.

Email: info@irishprisons.ie

Writing: Corporate Services, Irish Prison Service, IDA Business Park, Ballinalee Rd., Longford, N39 A308



**Seirbhís Phríosúin
na hÉireann**
Irish Prison Service

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STAKEHOLDER RESPONSIBILITIES

In order to assist us in providing the best possible service, we ask that you:

- Have certain information ready that will help us understand your needs
- Give full information – where required, fill in forms fully and accurately
- Give accurate information
- Treat our staff with courtesy and respect

HOW TO CONTACT US

The Irish Prison Service is not a public office. We encourage stakeholders to contact us via email. Meeting requests are via appointment only.

Address for correspondence:

Irish Prison Service,
IDA Business Park,
Ballinalee Rd.,
Longford,
N39 A308

Website URL: www.irishprisons.ie

Telephone number: 043 333 5100

Email address: info@irishprisons.ie

(Note: The publication of a Stakeholder Service Charter is not intended to create or confer new legal rights).

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