



# Customer Charter

Pre-Hospital Emergency Care Council

Specifying  
reviewing  
maintaining  
and monitoring  
standards of  
excellence





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## Introduction

The Pre-Hospital Emergency Care Council (PHECC) was established by the Minister for Health, under SI No 109 of 2000 (amended by SI No 575 of 2004). PHECC is the regulator for emergency medical services (EMS) in Ireland and our role is to protect the public by independently specifying, reviewing, maintaining and monitoring standards of excellence for the delivery of quality pre-hospital emergency care for people in Ireland.

Our vision and service standards are based on the belief that people in Ireland receive excellent pre-hospital emergency care.

PHECC is fully committed to the provision of a constant high level of service to our registrants, stakeholders and members of the public (our clients). This quality service will be in accordance with the Guiding Principles listed below.

### Our aim

We aim to provide our clients with a professional, efficient and courteous service and to do our best to improve the standards of service which we provide.

### Our commitment to you

Client satisfaction is very important to us and we aim to achieve this by:

- Giving our clients the best possible service and advice.
- Treating clients in a proper, fair, impartial and courteous manner.
- Ensuring that rights to equal treatment set out by equality legislation are upheld in the delivery of our services.
- Aiming, where possible, to meet any special need our clients may have.

This Customer Charter is a framework outlining the efficient, effective and courteous service you are entitled to expect from us as well as our expectations of you, our client.

### Guiding Principles

PHECC will plan and develop procedures and use best practice to deliver a service that suits your needs. In your contact with us you will be treated with courtesy, respect, equality and fairness. It is our policy to protect your information and respect your right to privacy.



## Communication with our clients

PHECC will respond promptly to all telephone, post, email and social media queries relating to our services and corporate operations. At all times we will deliver a quality service in a fair and balanced manner.



### Telephone

- An automated telephone answering system will direct callers to the appropriate departments.
- Staff will endeavour to answer your telephone calls promptly.
- Telephone calls will be answered politely and we will always give our name.
- We will quickly forward queries to the appropriate person.
- Voicemail messages will be responded to without undue delay.
- Voicemail greetings will be updated regularly.



### Post and Email

We endeavour to acknowledge all written communication, post and emails, within 5-10 business days. If we are unable to respond in a timely manner an explanation will be provided at the earliest opportunity.



### Social Media – Facebook

PHECC have a social media policy in place and aim to respond to any query on Facebook, whenever possible, within 5 business days.



### Equal Status Policy

We are fully committed to building and maintaining an environment which promotes equality, values diversity and respects the rights and dignity of all.

## Staff to Client Standards

### We will:

- Treat clients courteously, professionally and efficiently.
- Communicate with clients in clear, straightforward language.
- Welcome all client suggestions and feedback.
- Respond swiftly to client requests.
- Deal promptly and appropriately with complaints.
- Explain fees payable, where appropriate.
- Regularly review fees to make sure that they are fair and appropriate.
- Assist clients in using the self-service facilities on the PHECC website.





## Help us to help you

To help us deliver a quality service we ask that you will:

- Treat our staff in a respectful and courteous manner and give them all reasonable cooperation.
- Provide accurate information when you contact us and advise PHECC of relevant changes in your circumstances.
- Respond to requests from PHECC for further information as promptly as possible.
- Be on time for appointments and inform us in advance if you need to cancel.
- Check the PHECC website in advance of your call, as it contains useful information.



## When you visit us

We will ensure that:

- Our office environment is conducive to a positive experience for your visit.
- You are met at the appointed time.
- You are treated with respect and courtesy.
- Staff will always be fair to you.
- Meetings will be conducted with confidentiality to ensure your privacy.



## Consultation and Feedback

We welcome client suggestions, constructive criticism and complaints on all aspects of our activities and services. Our staff use their day-to-day contact with clients to promote consultation and encourage feedback. Feedback can be sent to the Feedback Officer: [feedback@phecc.ie](mailto:feedback@phecc.ie) or submitted by post. Providing feedback helps us to serve you better.



## Complaints

We will deal with each complaint in a timely, impartial and fair manner. Where a complaint involves a professional registered with PHECC, there are comprehensive complaint procedures on our website [www.phecc.ie](http://www.phecc.ie). The preferred method of receiving a complaint is in writing (either post or email), addressed to the Registrar. However, verbally received complaints will be facilitated with advice and guidance.



## Health and Safety

Our offices and facilities comply with all current occupational safety and welfare standards, including wheelchair accessibility. Should clients have any specific concerns regarding accessibility, parking or health and safety issues please contact us.



## Contact Details

Office hours are 9am to 5pm Monday to Friday. We are closed for lunch from 1pm – 2pm.

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