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**Sub Offices:**  
Arigna Enterprise Centre  
Arigna, Carrick-on-Shannon  
Roscommon N41 D2N8

The Shambles, Market Street  
Ballaghaderreen  
Roscommon F45 EW98

The Old Courthouse, Frenchpark  
Roscommon F45 P929

## **Roscommon LEADER Partnership Customer Service Policy**

Roscommon LEADER Partnership (RLP, also known as RIDC – Roscommon Integrated Development GLG) is an organisation that brings together key development, rural enterprise, and social inclusion projects that work for the betterment of the people of Co. Roscommon. RLP and its predecessors have supported and assisted enterprise and individuals in Co. Roscommon since 1991. Throughout that time, we have seen many changes to Irish society, not least in Co. Roscommon. All programmes delivered by Roscommon LEADER Partnership cover all of County Roscommon. It was incorporated in April 2008 and realised the cohesion of the three companies: Roscommon Partnership, Arigna LEADER and Mid-South Roscommon Rural Development companies. RLP's current responsibilities include the delivery of the Rural Development Programme (LEADER) and the Social Inclusion Community Activation Programme (SICAP). Other initiatives, funded by various Government Departments and Agencies/Bodies in Ireland and EU are also delivered by the company, including the Rural Social Scheme, TÚS, Community Services Programme and the Traveller Health Programme. Roscommon LEADER Partnership has a very broad remit, having a role in such diverse subjects as tourism, enterprise, environment, recreation, social inclusion and assistance to the unemployed to name but a few.

We provide practical and needed supports including grants, training, work placement and advice to community and voluntary groups, social inclusion target groups, small businesses, farm families and businesses and potential entrepreneurs. We also collaborate with a wide range of local organisations in the delivery of our services.

RLP operates throughout the whole of Co. Roscommon and can be contacted at the number or email listed.

We put people at the centre of everything we do and this Policy sets out the principles that underpin our services.

## **We at Roscommon LEADER Partnership are committed to...**

### **1. Clear, comprehensive and accurate information**

We will provide clear and detailed information to both individuals and community groups about the various programmes and schemes and in particular the Social Inclusion and Community Activation programme we operate to help you identify your needs and access training and support so that you progress further.

### **2. Prompt, courteous and efficient responses**

We will be responsive to your needs and we will deliver our services sensitively and efficiently.

### **3. Equality and diversity**

We will respect diversity and ensure your right to equal treatment.

### **4. Choice**

We will plan and deliver our services so you can access them in the way that suits you best.

### **5. Access**

We will ensure that all our services and offices are fully accessible. Contact our Access officer, Sandra Quigley at the address below or [sandra@ridc.ie](mailto:sandra@ridc.ie)

### **6. Official languages**

We will provide our services through Irish and/or bilingually where required.

### **7. Consultation and evaluation**

We will consult with you to establish your needs when developing, delivering and evaluating our services.

### **8. Internal customers**

We will support our staff to ensure that they provide an excellent service to one another and to you.

### **9. Co-ordination**

We will work closely with other organisations to deliver people-focused public services.

### **10. Appeals**

We will maintain an accessible and transparent appeal and review system where appropriate.



## Customer Complaints Procedure

### Receipt of Complaint

Where a complaint is made verbally, in writing or by email to a staff member the complaint should be communicated to the Project Coordinator / Team Leader / Manager with responsibility. If the complaint is about an individual the complaint must be made in writing and must contain the person's name, and specific details, which gave rise to the complaint including the date and location.

If the complaint is about a staff member, the staff member involved must be formally notified and will be entitled to be accompanied by a colleague/staff representative to any meetings/discussions which take place about the complaint.

Where a complaint is made to a Board member about the Company the Board member will inform the Chairperson who will communicate with the CEO to deal with the matter.

### Complaints Process

The Project Coordinator / Team Leader will seek to resolve the matter informally to the satisfaction of the complainant and if successful no further action will be required. The timeframe for dealing with a complaint in this manner will be within two weeks of the complaint being made.

If the complainant is not satisfied with the efforts of the Project Coordinator / Team Leader/Manager to resolve the matter informally s/he will be invited to make a written complaint to the CEO or to the Chairperson of the Board if the CEO has dealt with the initial efforts to resolve the complaint.

If the complaint is about an individual the complaint must be made in writing and contain the person's name and give details such as dates and locations. The complaint will be acknowledged in writing by post/email within 5 working days. The CEO will investigate the matter with the staff member(s) or others concerned and will meet with the complainant. Having considered the matter, the CEO will respond to the complainant within 20 working days of the complaint being made. If the complainant is not satisfied with the outcome, they

will be offered the opportunity to have their complaint referred to the Chairperson of the Board of Directors who will consider the matter and respond within 15 working days. The CEO/Chairperson/Board may outsource the above process to an external independent consultant.

Where all internal attempts to resolve the complaint have been exhausted the Board of Directors will reserve the right to offer external mediation in the interests of resolving a customer complaint.

At any stage of this complaint's procedure, where a complaint is upheld, The CEO will take appropriate measures to address the matter. All complaints and any corrective action will be reported to the Board of Directors.

In line with the rules of natural justice and fairness anonymous complaints will not be considered by Roscommon LEADER Partnership, as without the full details of the complaint and the name of Complaint being furnished – Roscommon LEADER Partnership are not in a position to enable the complaint to be properly investigated and validated, and to rule out complaints that may be vexatious in nature or have no merit whatsoever.

If your complaint relates to one of our HSE/TUSLA Services please request a copy of RLP Complaints Policy for HSE Services from the below contact details, via phone/email or post.

Roscommon LEADER Partnership

The Cube FlexiSpace,

Lanesborough Road,

Roscommon Town

Co. Roscommon

F42 DX61

**e** [reception@ridc.ie](mailto:reception@ridc.ie)

**t** 090 66 30252