

**HEAnet**   
Ireland's National Education & Research Network



**Client Charter**

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This Client Charter sets out the standards of service you are entitled to expect from us. In delivering our services HEAnet will:

- Treat you with courtesy, professionalism and efficiency
- Communicate with you in clear, straightforward language
- Welcome all your suggestions and comments
- Provide a technical environment which is conducive to study and research
- Deal promptly and appropriately with complaints

## 1. Using our Services

HEAnet provides enabling and enhancing services for member organisations in the pursuance of their official activities of instruction, research and development, and associated academic activities, and for administration in direct support of such use.

## 2. HEAnet Services

- Process your initial enquiry and/or HEAnet NOC Service Desk ticket application promptly and with courtesy
- Provide up to date information leaflets on our services
- Help you become self-sufficient in using HEAnet services by explaining the various services and assisting you in utilising these services
- Deal efficiently and accurately with routine enquiries at the HEAnet NOC Service Desk ([noc@heanet.ie](mailto:noc@heanet.ie) 01 6609 040)
- Assist you in using, accessing and availing of HEAnet Services

### 3. The Service Desk Manager or Service Desk Engineer will:

- Answer your enquiries in person, by telephone or email
- Provide clear and accurate information on our services on request
- Respond to requests for simple, factual information within two business days
- Provide an efficient telephone service

### 4. Website

HEAnet's website ([www.heanet.ie](http://www.heanet.ie)) is one of our primary channels of communication providing information on HEAnet services. We will listen to your comments on the quality of the website and continue to improve it to meet our client requirements.

Our website will be:

- Current
- User-friendly
- Compliant with accessibility requirements
- Relevant to our clients' needs in terms of information about HEAnet, events, workshops, news articles and HEAnet services
- Provide for feedback at [feedback@heanet.ie](mailto:feedback@heanet.ie)

## 5. Communication with our clients

HEAnet responds to telephone, mail and email queries relating to our client services and our corporate operation. At all times we will be fair in our dealings with you. Our service standards are as follows:

### Telephone

We will:

- Answer your telephone queries promptly and politely
- Identify ourselves to you
- Provide routine information on request
- Forward your query to the appropriate HEAnet team
- Provide relevant contact details for the member of staff you are being directed to

### Mail and email

- All correspondence (both mail and email) will be acknowledged within 3 working days of receipt
- A full response to all correspondence will issue within 15 working days or where this is not possible, an interim reply will be given, explaining the reason for the delay and advising when a substantive response will issue
- An automated email response will issue where staff are out of the office
- Replies will be in a clear, simple language, free from technical terms as far as possible
- Contact name, telephone number and email address will be included in all written correspondence

## 6. Complaints

If you are not satisfied with the service you have received please discuss this with the staff member you have been dealing with. If you prefer, or if you feel the issue is still not resolved, you can address your complaint to the Client Services Team, HEAnet, 1<sup>st</sup> Floor, 5 Georges Dock, IFSC, Dublin 1, or to [feedback@heanet.ie](mailto:feedback@heanet.ie).

All complaints will be:

- Acknowledged within 3 working days and responded to within 10 working days
- Dealt with in a fair and appropriate way
- Treated in confidence unless a complainant wishes otherwise (and subject to our obligations under the Freedom of Information Act 2014)

If we have made a mistake we will rectify it as quickly as possible and offer an explanation and apology.

## 7. Equal Status Policy

We are fully committed to providing a service that is accessible and relevant to all our clients and accommodates needs and aspirations specific to our client community. We will consult with our clients to ensure that their access needs are assessed and we will provide appropriate staff training to support the Equal Status Policy.

## 8. Freedom of Information

The Freedom of Information Act 2014 (the FOI Act) is designed to allow public access to information held by public bodies which is not routinely available through other sources. Access to information under the Act is subject to certain exemptions and involves specific procedures and time limits.

Requests for information can be made as follows by:

- Sending an email to [foi@heanet.ie](mailto:foi@heanet.ie)
- In writing to: Freedom of Information Officer, HEAnet, 1<sup>st</sup> Floor, 5 George's Dock, IFSC, Dublin 1

If you require any assistance or have any questions, you can contact us by phone at 01 6609040 or by email [foi@heanet.ie](mailto:foi@heanet.ie).

## 9. Feedback

We regard feedback as the key to understanding the needs and expectations of our clients. We welcome your comments, suggestions and views on any aspect of our services as we believe this will help us to serve you better.

We will:

- Respond to feedback received via [feedback@heanet.ie](mailto:feedback@heanet.ie)
- Encourage staff to use their day to day contact with clients to gather feedback on quality of service provided
- Conduct an annual client services review programme at which clients can meet with HEAnet staff
- Consistently measure our client satisfaction levels through client surveys

## 10. Help Us to Help You

You can help us to improve our service to you by:

- Making comments and suggestions about our service
- Reporting any issues as they arise to [noc@heanet.ie](mailto:noc@heanet.ie)
- Participating in any client surveys we conduct
- Giving us all the information we need to help you

We also expect that in return you will:

- Observe the regulations in place for the use of HEAnet services
- The HEAnet Acceptable Usage Policy (AUP) is available at:  
<https://www.heanet.ie/about/policies/acceptable-usage-policy>
- Treat our staff with courtesy and respect
- Respect the rights of other clients
- Be fair and honest in your dealings with us

**Contact us:** HEAnet CLG  
3<sup>rd</sup> Floor  
North Dock 2  
93/94 North Wall Quay  
Dublin 1, D01 V8Y6  
Tel: 01 6609040  
Email: [noc@heanet.ie](mailto:noc@heanet.ie)  
Web: [www.heanet.ie](http://www.heanet.ie)