



Acadamh Ríoga na hÉireann
Royal Irish Academy

ROYAL IRISH ACADEMY

CUSTOMER CHARTER

Who are we and what do we do?

The Royal Irish Academy/Acadamh Ríoga na hÉireann (www.ria.ie) is an independent, all-island learned society founded in 1785. With over 600 Members, it's Ireland's leading body of experts in the sciences and humanities.

The Academy draws on its Members' expertise to make a significant contribution to public debate and policy formation on issues in science, technology and culture. It brings together academia, government and industry to address issues of mutual interest by providing an independent forum. It leads important all-island research programmes, particularly in areas relating to Ireland and its heritage. It represents the world of Irish learning internationally, has a unique, globally recognised library, and is a leading academic publisher.

Our Purpose

The RIA is Ireland's scholarly academy, an independent and strong voice serving the public good through debate and analysis in research and higher education.

Our Role

1. Recognise and foster excellence in research to advance the public good.
2. Be an independent voice on higher education and public policy.
3. Represent the world of Irish scholarship internationally.

Our Service Commitment

The Academy is fully committed to the pursuit of excellence in all aspects of its service to its stakeholders and customers, both external and internal. We will seek to ensure that this commitment is met at all times by using our resources in an efficient and effective way.

Our stakeholders/customers consist of the Academy's Members, the wider academic community, members of our specialist academic committees, users of our Library, the general public, our supporters and funders, relevant government departments, and, internally, the Academy's staff.



The Academy is committed to providing its services in a professional, considerate, courteous and open manner. We will be sensitive to our customers' particular needs and circumstances and respect their rights under equality and other legislation. (Note: The publication of a Customer Charter is not intended to create new legal rights for customers.)

Our Customer Commitment

- The Academy is committed to delivering a high-level, quality service.
- The Academy is committed to providing equality of treatment.
- The Academy is committed to providing a courteous and consistent standard of service in how we handle in-person visitors, telephone enquiries, written communications and social media enquiries.
- We will continue to digitise content to maximise the electronic availability of information and publications, on an open-access basis where applicable; we will expand and develop our web site.
- We are committed to the use of suitable technology so that our services continue to maintain a high technical standard.
- We will continue to take steps to implement the relevant provisions of the Official Languages Act 2003 and the Official Languages (Amendment) Act 2021.
- We will endeavour to develop and maintain good internal communications so that there is an integrated approach to serving our customers/stakeholders in a prompt and responsive way.
- We will interpret our library collections and make them accessible through:
Exhibitions – onsite/Travelling/online; Publications; Seminars; Library tours and talks.

Our Standards

- The Academy is committed to the provision of all its services at high quality.
- The Academy is committed to promoting equality of treatment in its dealings with all its customers/stakeholders.
- The Academy is committed to the acceptance of change as an essential ingredient in achieving greater efficiency and effectiveness in the provision of all its services.
- The Academy is committed to partnership as a means of identifying and improving service to its customers/stakeholders.



Commitment to Continuous Improvement

The Royal Irish Academy is committed to the continuous improvement of our range of services. We welcome and encourage feedback on the services we provide. You can help us to improve our service to you by:

- making comments and suggestions about our service
- reporting any issues as they arise
- participating in any customer surveys we conduct

We welcome your views as to how we can best meet your needs and how we might enhance your experience while you utilise our services. Please email: info@ria.ie. This customer charter will be reviewed and updated on an annual basis.

Information on the Performance of the Institution

Annually, the Academy publishes an Annual Review and an annual Report on Activities. See <https://www.ria.ie/reports/academy-reports>

Royal Irish Academy Buildings

19 Dawson Street, Dublin 2, is the main centre of the Academy's activities, hosting many exhibitions, talks, conferences, symposia, etc. The Academy's Library, with its highly significant manuscript collection, is located there also. The Academy is committed to having any suitable RIA-run events that take place in-house broadcast online also.

Physical access to 19 Dawson Street for persons with impaired mobility is limited because of the physical structure of the eighteenth-century building. A ramp exists from street level to the lower-ground floor, where a single staircase platform wheelchair lift has been installed, facilitating persons to attend events on the ground floor and the bathrooms at basement level. Further developments are being discussed with the OPW. The Royal Irish Academy Access Officer is Vanessa Carswell (she/her), in accordance with Section 26(2) of the Disability Act.

The Access Officer is responsible for providing, arranging or co-ordinating assistance to persons with disabilities who wish to access the services provided by RIA. The Access Officer also acts as a point of contact for persons with disabilities who wish to access such services.

Access Officer Contact details: Vanessa Carswell, 19 Dawson Street, Dublin 2, D02 HH58. Telephone: +353 1 609 0600 Email: v.carswell@ria.ie



Complaints

The Royal Irish Academy is committed to addressing and resolving complaints promptly, and in fair and appropriate manner.

If a person is dissatisfied with the standard of service received, they should, in the first instance, bring the matter to the attention of the staff member concerned, or contact the head of the relevant area, see <https://www.ria.ie/contact>

If, having completed these steps, the issue has still not been satisfactorily resolved, a complaint may be sent to the Executive Director (at complaints@ria.ie). Complainants must provide a full name, contact information, and details of the dissatisfaction with the service (anonymous complaints will not be responded to). A written response will be issued, within ten working days. All such responses will take cognisance of existing laws, rules, practice or policy of the Academy, or the generally accepted principles of equity and good administrative practice.

All complaints will be treated in confidence unless a complainant wishes otherwise (and subject to our obligations under the Freedom of Information Acts, 1997 and 2003).

On an ongoing basis we will review our handling of complaints received.

Freedom of Information

The Freedom of Information Acts, 1997 and 2003 (the FOI Acts) are designed to allow public access to information held by public bodies that is not routinely available through other sources. Access to information under the Acts is subject to certain exemptions and involves specific procedures and time limits. Requests for information under the FOI Acts should be submitted by email or in writing, preferably using the official [FOI Application Form](#), to foi@ria.ie or to FOI Officer, Royal Irish Academy, Dawson Street, Dublin 2, D02 HH58.

Further Information: <https://www.ria.ie/freedom-information>

How to contact the Academy

Royal Irish Academy, 19 Dawson Street, Dublin 2, D02 HH58

Email: info@ria.ie or for individual departments see <https://www.ria.ie/contact>

Website: www.ria.ie