

ROYAL IRISH ACADEMY

CUSTOMER CHARTER

Mission Statement

The Royal Irish Academy (RIA), the academy for the sciences and humanities for the whole of Ireland, will vigorously promote excellence in scholarship, recognise achievements in learning, and undertake its own research project, particularly in areas relating to Ireland and its heritage. It will reflect upon, advise on and contribute to public debate and public policy formation on issues of major interest in science, technology and culture. It will continue to offer an independent forum to Irish scholars, it will provide a network of support for scholarly disciplines through its network of academic committees and commissions, it will maintain and enhance its unique library, it will publish scholarly papers and it will represent the world of Irish learning internationally.

Customer Service Statement

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, the Higher Education Authority, relevant government departments, and, internally, the Academy's staff.

General Customer Care

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.

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 the principles of modernisation and flexibility in its work practices. It will take all necessary steps available to it to achieve greater efficiency and effectiveness in the provision of its services.

Staff members will respond to communications, whether by letter, email, phone-call or fax, promptly and courteously. Every effort will be made to provide substantive responses within a reasonable timeframe to queries from stakeholders and customers.

We will continue to expand and develop our web site and to maximise the electronic availability of information, and publications.

We are committed to the use of up-to-date modern technology so that our services continue to maintain a high technical standard.

We will continue to take steps towards full implementation of the relevant provisions of the Official Languages Act 2003.

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 continue to ensure that all Academy publications are of the highest quality in content, style and presentation.

Academy House, 19 Dawson Street, Dublin 2, is the main centre of the Academy's activities, hosting many conferences, symposia etc. The Academy's Library, with its highly significant manuscript collection, is located there also. Physical access to Academy House for persons with impaired mobility is limited because of the physical structure of the 18th century building. A ramp and invalid chair have been installed in Academy House in recent years, so facilitating persons with physical disability to enter both the lower ground and ground floors of Academy House. In effect, this means that such persons can attend functions in the Academy's public rooms and use the Academy's Library facilities.

Complaints

If a person is dissatisfied with the standard of service received, she/he may contact the relevant head of the section concerned who will investigate the matter. The outcome of the investigation will be reviewed by the Executive Secretary who will issue a written response to the person who made the complaint. All such reviews will take cognisance of existing laws, rules, practice or policy of the Academy or the generally accepted principles of equity and good administrative practice.

How to contact the Academy:

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