

Customer Charter & Action Plan

2021 - 2023



Rialálaí an Chrannchuir Náisiúnta
Regulator of the National Lottery

Who We Are

The Regulator of the National Lottery is an independent regulatory office established by statute under the National Lottery Act 2013. The Regulator procures and regulates the holding of the Irish National Lottery.

The Regulator carries out her functions in a manner most likely to ensure –

- a. that the National Lottery is run with all due propriety,
- b. that the interests of participants in the National Lottery are protected,
- c. that the long-term sustainability of the National Lottery is safeguarded, and

subject to a) to c), to ensure revenues allocated to Good Causes are maximized.

Purpose of this Charter

This Customer Charter 2021 – 2023 sets out the standards of service that you can expect from the Office of the Regulator of the National Lottery (ORNL). We outline the service delivery you can expect when you contact us, what you can do to help us to improve our service, and where you can obtain further information.

Our Customers

The ORNL engages with a wide range of internal and external customers including:

- Members of the public
- The Minister for Public Expenditure and Reform
- Officials of the Department of Public Expenditure and Reform
- Other Government departments
- Staff of the ORNL
- The Operator of the National Lottery
- Public Bodies and State Agencies
- Providers of goods and services
- All stakeholders with an interest in the National Lottery

Our Vision, Mission and Values

Vision

A safe, sustainable, properly run lottery maximising returns for good causes.



Mission

We aim to achieve our vision by:

- Overseeing the operations of the National Lottery and enforcing compliance as required.
- Considering proposals from the Operator and approving them as appropriate.
- Managing and controlling the National Lottery Fund.
- Exercising the enforcement rights of trademarks of the National Lottery.
- Ensuring best practice in governance is adopted in the management and governance of the Office.

Values

Our values in achieving this work are:



Our Customer Service Commitment

The ORNL is committed to providing, maintaining, and improving our delivery of a high-quality service to our customers, with consideration, courtesy, sensitivity, and minimum delay. We make every effort to ensure that feedback on performance is obtained and utilised and we encourage our staff to treat every contact with a customer as a way of improving our quality of service. We will regularly evaluate our performance against the standards set out in this Charter to ensure that we meet all our obligations and update our action plan, as required.



General Information

We will provide comprehensive and up-to-date information about our policies, schemes, and services, on our website, <http://www.rnl.ie>, and in print format, using clear and straightforward language in accordance with Plain English guidelines. We will use clear language and formats in the design of our application forms.

Equality and Diversity

The Regulator of the National Lottery will ensure that customers' rights to equal treatment under equality legislation are upheld in service delivery and engagement.

Official Languages

We will provide quality services in both Irish and English and inform customers of their right to choose to be dealt with through their preferred official language.

Action Plan

If you wish to communicate through Irish, we commit to:

- Responding to you in Irish if you wish to communicate with us in Irish.
- Publishing our main corporate documents, such as our Annual Report, in both Irish and English, on and offline, in accordance with our obligations under the Official Languages Act 2003.

Access for People with Disabilities

We will ensure that there is access to our offices for people with disabilities, which is maintained to a high standard.



Action Plan

- If you have a disability and arrange an appointment to visit the Office, we will provide the necessary support you will require to access the building comfortably and safely.
- We will ensure that information produced by the Office, is accessible to all, both on and offline, where possible.

Consistency and Impartiality

We will treat all customers equally and with respect and courtesy, in accordance with equality legislation.

Action Plan

- We will ensure that no one is discriminated against on the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race, and membership of the Traveller Community.

Public Sector Duty for Human Rights and Equality

In accordance with Section 42 (1) of the Irish Human Rights and Equality Commission Act 2014, we will meet our obligations to eliminate discrimination, promote equality of opportunity and treatment, and protect human rights of all our customers, both external and internal.

Action Plan

- We will regularly assess any human rights and equality issues that the work of the Regulator directly or indirectly affects or is affected by.
- We will regularly review and update our policies in full consideration of the need to promote equality of opportunity and treatment, and protection of human rights of all those we engage with.



Mutual Respect Statement

All ORNL staff are committed to engaging professionally and respectfully with customers. In return it is expected that all officers of the ORNL will be treated in a respectful and courteous manner. While we understand that callers may be experiencing difficulties, we reserve the right to terminate a call or decline enquiries if a caller becomes abusive, offensive, or aggressive to staff members during a telephone call.

Communications

The ORNL will be responsive to our customers when they contact us and where possible, will be accessible regardless of the customer's preferred method of communication.

Contact by Telephone

Action Plan

If you contact us by telephone, we will:

- Answer all calls as quickly as possible.
- Identify ourselves and our area of work if asked for this information.
- Deal with you in a helpful and polite manner and provide you with as much information as possible.
- Try to answer your query immediately but if we cannot do this, we will take your contact details and follow up with you within an agreed timeframe.
- Deal promptly with messages left on voicemail and return calls as soon as possible, generally within a day, where required.
- Make it easy for you to contact us by providing contact details in relevant publications and on our website.

Written Correspondence, including Email

Action Plan

If you write to us, we will:

- Acknowledge correspondence, by email, within 3 - 5 working days, where a contact email address is provided. We will issue a formal reply in clear and straightforward language within 20 working days.
- Send you an interim reply with an indication of when the matter can be finalised if it is not possible to reply in full within 20 working days.



- Ensure that all our written replies include the name, address, direct telephone number, email address and any other relevant contact details of the staff member who is corresponding with you.
- Ensure that staff use automated email messages when out of the office which includes their return date and alternative contact details to ensure that the customer is given another point of contact.
- Provide useful email addresses on our website, www.rnl.ie, and in other corporate material.

Visits to our Office

Generally, our customers can conduct their business with us by telephone, email, letter or through our website, www.rnl.ie. It is important to note that our office is not a public office.

Action Plan

If you wish to visit our office, an appointment service is in place. This service will ensure that:

- A member of staff from the relevant department will be available to meet you.
- The staff member will understand your query and be able to deal with it promptly.
- You will be met on time and, where possible, avoid waiting.



Due to prior work commitments any unscheduled visitor may be asked to make an appointment. **Please note** that during the Covid-19 pandemic staff are working remotely. Queries will, in general, be dealt with remotely, but every effort will be made to accommodate visits to the office where this is essential. Visitors to the office will be required to complete and submit a Visitor Form at least three days before visiting our office.



Complaints

Our aim is to consistently deliver the best possible service to our customers. If you are dissatisfied with the quality of service, you have the right to complain. We recommend that you contact our staff at the ORNL first to see if they can deal with your concerns. If the matter is not resolved to your satisfaction, you can contact our Customer Service Officer at the contact details below. We will administer a consistent and impartial framework for complaints linked to the operation of the National Lottery. All complaints received will be acknowledged within 5 working days and processed within 20 working days.

Complaints Procedure

If you are not satisfied that we are meeting the standards that we have set in our Customer Service Charter or have concerns or complaints about any aspect of dealing with us, please inform us. The matter should initially be brought to the attention of the senior officer in charge of the area to which the problem relates.

If the matter is not resolved to your satisfaction at this level, you can pursue the matter with our Customer Service Officer by writing to:



We welcome all feedback, and we will manage all complaints, queries, and suggestions in a timely and confidential way.

Action Plan

The Customer Service Officer will:

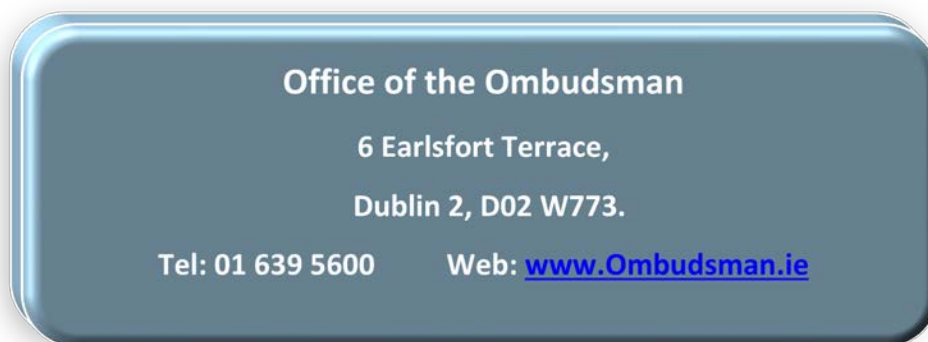
- Acknowledge receipt of your complaint within 5 working days and advise you of the process for handling your complaint.
- Have the matter fully investigated.



- Complete the processing of your complaint within 20 working days.
- Where your complaint is upheld and the Office is at fault, we will apologise. We will try to resolve the situation immediately and take whatever steps are necessary to prevent a similar situation happening again.
- Where your complaint is not supported, we will explain our reasons to you and advise you of your right of appeal to the Office of the Ombudsman.

The Ombudsman can investigate complaints about any of our administrative actions or procedures as well as delays or inaction in dealing with you. The Ombudsman provides an impartial and independent dispute resolution service.

The contact details for the Ombudsman are:



Complaints will be recorded and monitored to assist in providing us with an accurate measure of the quality of services provided and to identify areas requiring improvement. Feedback will be provided to staff in relation to complaints received. Procedures will be reviewed, and appropriate action taken to avoid recurrences, where complaints highlight system flaws.

Inquiry Officer under the Disability Act 2005

The Office has appointed an Inquiry Officer to investigate complaints made under Section 38 of the Disability Act 2005.

Any individual can make a complaint to the Inquiry Officer if the Office has not complied with Sections 25, 26, 27, or 28 of the Disability Act 2005. A complaint can be made in person, by phone, e-mail, letter or with the aid of an assistant.



Action Plan

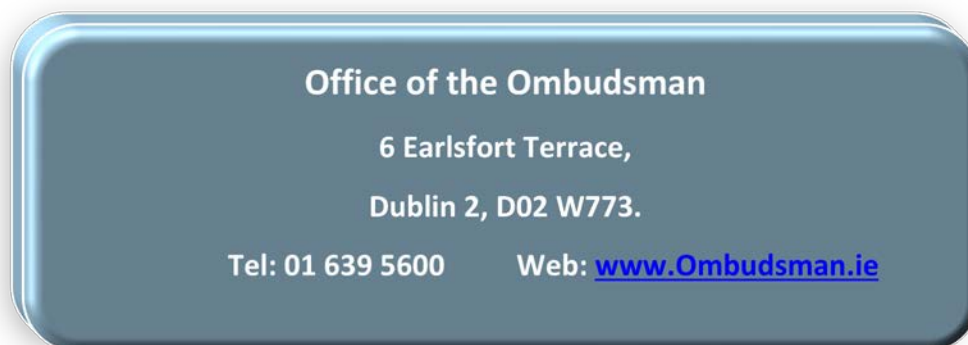
- The Inquiry Officer will carry out confidential investigations and will produce a report which will outline if your complaint is upheld and if there has been a failure by the Office concerning your complaint.
- Where a failure has occurred, the report will outline the steps to be taken to ensure future compliance. This report will be made available to the Regulator and to the person who made the complaint.

The contact details for the Office Inquiry Officer are as follows:



Ombudsman

Our customer complaints procedure is in addition to your statutory right to make a complaint to the Ombudsman. Ombudsman however will usually expect that the customer will have first made a complaint to the ORNL



We will cooperate with the Ombudsman and/or any other people or organisations that act for you. Our Customer Service Officer will be happy to provide any information or help that you may need.

Freedom of Information

If you seek access to records held by the ORNL, every effort will be made to make these available to you to the greatest extent possible. Where this is not possible you can apply for access to certain records under the Freedom of Information Acts 2014.

If you wish to seek access to information within the Office using the Freedom of Information Acts, you will need to:

- Make your request in writing by letter or email.
- State that the information is being sought under the Freedom of Information Acts.
- Be clear, specific and provide as much information as possible when making your request. This enables the Office to identify the records that you require.
- If you require the information requested in a particular format, for example, photocopies, electronically, etc., please state this when submitting your request.
- Include a daytime telephone number or email address and your postal address to help us to contact you if any queries arise in relation to your request.

Requests should be posted to:



Further guidance on making an application under the Freedom of information Act is available on the Office website at <https://www.rnl.ie/about-us/freedom-of-information/>

