

# NDRC CUSTOMER CHARTER



NDRC is committed to providing the highest standards of customer service delivery. This Charter sets out what you can expect when engaging with NDRC in relation to the following:

- General enquiries to NDRC
- Enquiries relating to NDRC programmes and investment
- Follow up communications on your application to a programme or your investment pitch

## What you can expect

We will ensure that our staff:

- Treat you with courtesy and professionalism
- Deal with your enquiries and concerns promptly
- Treat all customers equally and without discrimination
- Treat all personal and business information in the strictest confidence

## Information

NDRC maintains a comprehensive website at [www.ndrc.ie](http://www.ndrc.ie). This website along with NDRC's social media accounts such as LinkedIn, Twitter and Facebook provide information about our activities, events and upcoming programmes. These are intended to provide active, relevant and useful information to all our customers. We will ensure that the information provided is clear, accurate, accessible and up to date.

## Enquiries about NDRC Investment

The best way to enquire about NDRC investment is via our website at [www.ndrc.ie](http://www.ndrc.ie). Select the "Building Your Startup" link, and then the "Where to start" button to find information about upcoming information events and to access a "Contact Form" to capture your enquiry and your contact details.

You will receive a call back or email in response to your Contact Form enquiry within 5 days.

## Applying for an NDRC Investment programme

You can apply to our programmes via our website [www.ndrc.ie](http://www.ndrc.ie). Select the "Building Your Startup" link to access a list of all the programmes open for application. Then select the "How to Apply" button to apply to the relevant programme.

The webpage will provide information about the application and selection process and the timeframe for being notified whether or not your application has been successful.

## General Enquiries

### Telephone Contact

Our phones are answered from 9:00am to 5:00pm Monday to Friday (excluding National and Bank Holidays), our main number is +353 (0)1 480 6252.

When we answer the phone we will identify ourselves, be polite and courteous. A voice messaging facility will be available to leave a message where the call recipient is not available. We will endeavour to respond to voice messages within two working days.

### Written Contact

Correspondence will be acknowledged within 5 working days. Where it has not been possible to provide a final response with the acknowledgement, a reply will be provided within 10 working days. If it is not possible to provide a full response in 10 working days we will explain this in an interim reply.

### Email Contact

Email correspondence will be acknowledged within 5 working days. Where it has not been possible to provide a final response with the acknowledgement, a reply will be provided within 10 working days.

### Visiting the NDRC

You should telephone or email in advance to make an appointment to meet with a member of staff in relation to your query. If you call in person without an appointment we will endeavour to assist you, but the appropriate person may not be in a position to meet you at the time you call.

## Accessibility

- We will provide a meeting room where appropriate to conduct business in a confidential manner
- We will ensure that our offices and facilities are fully accessible in line with the Disability Act 2005.

## Equality

We will treat all customers equally and without discrimination on the grounds of age, disability, gender, family status, race, religious belief, sexual orientation and membership of the travelling community.

## Providing Feedback or Making a Complaint

We welcome and value your comments and feedback. Inform us of your views, comments or suggestions by email to [info@ndrc.ie](mailto:info@ndrc.ie) or you can write to us at NDRC, The Digital Exchange, Crane Street, Dublin 8, D08 HKR9.

Tell us about the level of service you feel you have received, particularly if you feel that it failed to reach the standard you expected.

You can also help us to help you by participating in any customer survey material we send you and sharing your views and comments.

Office Hours:	Monday to Friday 9.00am to 5:00pm
Telephone:	+353 1 480 6252
Email:	<a href="mailto:info@ndrc.ie">info@ndrc.ie</a>
Postal Address:	NDRC The Digital Exchange Crane Street Dublin 8 D08 HKR9
Website:	<a href="http://www.ndrc.ie">www.ndrc.ie</a>