



**Property Services Regulatory Authority**

# CUSTOMER SERVICE ACTION PLAN

May, 2018

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## 1. INTRODUCTION

The Customer Service Action Plan is our statement of the standards of service that our customers can expect to receive and shows how we will monitor and evaluate the commitments outlined in our plan. The plan is built around the Twelve Guiding Principles of Quality Customer Service.

## 2. WHO ARE THE PROPERTY SERVICES REGULATORY AUTHORITY

The Minister for Justice and Equality, by order under the Property Services (Regulation) Act 2011, established the Property Services Regulatory Authority (PSRA) on a statutory basis on 3 April 2012.

The decision by Government to establish the Authority was on foot of a recommendation by the Auctioneering/Estate Agency Review Group established by the Minister for Justice and Law Reform to carry out a review of all aspects of the auctioneering industry in Ireland. A significant finding of the Review Group was that the existing statutory framework for the industry is outdated, inappropriate and inadequate for the present day market and does not provide any ongoing official supervisory, disciplinary or consumer redress system. To address these shortcomings, the Review Group recommended the establishment of a Regulatory Authority to underpin a new regulatory framework in the sector. The Authority is aiming to achieve uniformity and transparency in licensing, regulation and provision of information to the public.

The Property Services Regulatory Authority's (PSRA) mission is to control and supervise Property Service Providers (PSPs) ie Auctioneers, Estate Agents, Letting Agents and Management Agents. They work to protect the interests of the public by ensuring that high standards are maintained in the delivery of property services.

The PSRA fulfils this mission through licensing and regulating Property Services Providers. Our remit includes, licensing all such services providers; the provision of a complaints investigation and redress system for consumers; the setting and enforcement of standards in the provision of property services and the establishment and maintenance of a compensation fund.

The PSRA is also responsible for three Public Registers namely the Property Price Register, the Commercial Lease Register and the Register of Licensees.

### 3. OUR STAKEHOLDERS

The PSRA's principal stakeholders are listed below; most of the resources of the PSRA are devoted to managing procedures and processes aimed at serving them.





## 4. CUSTOMER SERVICE COMMITMENTS

The Property Services Regulatory Authority is committed to providing a professional, efficient and courteous service to all its customers in accordance with the 12 Principles of Customer Service.

### QUALITY SERVICE STANDARDS

*Publish a statement that outlines the nature and quality of service which the customer can expect, and display it prominently at the point of service delivery*

The Authority will

- provide all customers with quality services at all times.
- strive to deliver services that are easily accessible, high quality and meet your needs.
- ensure that our Customer Charter and Customer Service Action Plan are published on our website.

### EQUALITY/DIVERSITY

*Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community). Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.*

The Authority will

- treat all customers equally and in accordance with the relevant legislation.
- ensure that the needs of staff and visitors with disabilities are identified and fully catered for.

## PHYSICAL ACCESS

*Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.*

The Authority will

- ensure their offices will be safe and accessible with physical access to persons with disabilities.
- ensure there are no barriers to services for people experiencing social exclusion and poverty and for those facing geographic barriers to services.

## INFORMATION

*Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publication. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.*

The Authority will

- promptly provide information in a clear and concise manner. In cases where we cannot release information, we will explain why.
- aim to have an easy to read website that contains up to date information with ease of access to all.
- continue to drive for simplification of letters, forms, information leaflets and procedures.

## TIMELINESS AND COURTESY

*Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer. Give contact names in all communications to ensure ease of ongoing transactions.*

The Authority will

- aim to deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer.
- provide contact details in all communications to ensure ease of ongoing communication.

## COMPLAINTS

*Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.*

The Authority will

- ensure that the public and staff have easy access to our customer feedback/complaints processes.
- monitor all complaints/feedback received to ensure that customer service obligations are met.

If customers want to make a suggestion on how we could improve our service or make a complaint about the quality of customer service provided, or for general queries, they can e-mail us at [info@psr.ie](mailto:info@psr.ie).

## APPEALS

*Similarly, maintain a formalised, well-publicised, accessible, transparent and simple to use system of appeal/review for customers who are dissatisfied with decisions in relation to services.*

The Authority will inform our customers that certain decisions of the PSRA may be appealed to the Property Services Regulatory Authority Appeal Board, a body independent of the PSRA.

## CONSULTATION AND EVALUATION

*Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.*

The Authority will

- enter into consultation with our stakeholders on all major changes to regulation.
- provide access to stakeholders who wish to give us feedback. You can forward any comments or suggestions you may have by emailing [info@psr.ie](mailto:info@psr.ie) .

## CHOICE

*Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.*

The Authority will

- ensure that there are multiple contact options available to our customers including, direct dial, Lo-Call telephone number, email and website addresses.
- consider the role of new and emerging technologies in delivering quality customer service.

## OFFICIAL LANGUAGES EQUALITY

*Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.*

Déanfar gach iarracht chun freastal ar chustaiméirí ar mian leo a ngnó a dhéanamh i nGaeilge. Every effort will be made to accommodate customers who wish to conduct their business in Irish.

## BETTER CO-ORDINATION

*Foster a more coordinated and integrated approach to delivery of public services.*

- The Authority will continue to engage with other Departments/Agencies on cooperation and sharing of information.

## INTERNAL CUSTOMER

*Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.*

The Authority will

- continue to develop the PSRA's internal communication channels.
- identify training and development needs of staff through the PMDS system. Training provided as required.



## 5. HOW TO CONTACT US

<b>Authority's Address</b>	Property Services Regulatory Authority 2 <sup>nd</sup> Floor Abbey Building Abbey Road Navan Co. Meath C15 K7PY
<b>Telephone Number</b>	Telephone: 046-9033800 Lines are open Monday – Friday 10.00am-12.30pm 2.30pm-4.00pm
<b>Fax Number</b>	Fax: 046-9033888
<b>Email address</b>	<a href="mailto:info@psr.ie">info@psr.ie</a>
<b>Freedom of information email address</b>	<a href="mailto:foi@psr.ie">foi@psr.ie</a>

## 6. APPEALS

### The Property Services Appeal Board

The Property Services Appeal Board is appointed by the Government to consider appeals against decisions of the Property Services Regulatory Authority. The Appeal Board is independent of the Property Services Regulatory Authority.

The Appeal Board, in considering an appeal, may 'affirm' the decision of the PSRA or 'substitute its own determination' in relation to the decision of the PSRA.

### How to Appeal

Your appeal must be submitted within one month of the date of the PSRA's notification of their decision. The notice of appeal must be made in writing and must contain the following:

- The appellant's interest in its outcome
- The grounds of the appeal and the reasons, considerations and arguments on which they are based.
- The subject matter of the appeal.
- Name and address of the appellant Appeal signed by the appellant, and appropriate fee (if any)
- The notice of appeal should be signed and should be accompanied by any supporting documentation, which the appellant feels relevant to the appeal.

*These requirements apply regardless of whether or not the appellant requests an oral hearing.*

### **Appeals must be mailed by registered post to:**

The Secretary  
Property Services Regulatory Authority Appeals Board  
The Department of Justice and Equality  
51 St. Stephens Green  
Dublin 2