



## Customer Service Charter

The TAC is committed to providing a high standard of service in accordance with the principles, practices and procedures set out in the Corporate Governance Standard for the Civil Service and specifically, the Code of Practice for the Governance of State Bodies. The TAC operates in accordance with the principles of Quality Customer Service approved by Government.

This office provides an independent appeals process in relation to the hearing and adjudication of tax disputes, such that we hear and determine appeals against decisions and determinations of the Revenue Commissioners, concerning taxes and duties.

This Charter sets out the standards we aim to meet in carrying out our statutory functions. We will measure and evaluate our performance against these standards and report on our findings in our Annual Report each year.

### Contact by Telephone

If you contact the TAC by telephone, we will try to:

- answer your call as promptly as possible;
- give you our name and area of work when we answer the call;
- be courteous and helpful at all times;
- answer your query in full or, if we can't do so immediately, take your details and call back as soon as possible;
- respond to all voicemail messages, promptly.

### Written Correspondence

If you send us a letter, fax or email, we will try to:

- ensure you receive a full reply, within 20 working days;
- include a contact name, reference number (where appropriate) and other contact details (phone, fax, email);
- write to you in simple and clear language and avoid using technical terms, unless absolutely necessary.

## **Complaints to the TAC**

If you complain to the TAC, about our actions, we will try to:

- acknowledge your complaint within 7 days;
- tell you how long it may take us to examine the complaint;
- keep you advised of progress with our examination;
- inform you as promptly as possible and as clearly as possible, of the outcome of our examination.

## **Visitors to the TAC**

If you attend at the TAC in person, we will:

- treat you with courtesy, respect your privacy, so far as possible and be fair in our dealings with you;
- meet you at the agreed time, if you have an appointment;
- endeavor to provide appropriate facilities for a hearing, or meeting, as the case may be;
- keep our public offices clean and tidy, ensuring that they meet health and safety standards.

## **Equality/Diversity**

- we are committed to providing a quality service that upholds the rights of an individual to equal treatment in accordance with equality legislation;
- we will aim to ensure that our services and facilities are accessible to all, including those with special needs.

## **Service through Irish**

If requested by an individual who has interaction with the Tax Appeals Commission, we will endeavor to liaise with the person in Irish; or if we are unable, we endeavor to secure the services of an interpreter.

## **Review Procedure**

The TAC's policy and procedures are kept under review by management within the organisation and are subject to external audit by the C&AG.