



Customer Charter

Version 2

November 2019

Our Commitment to You

The Pharmaceutical Society of Ireland (PSI) aims to provide a timely, professional and high-quality service, and is committed to continuous improvement. To meet its commitments the PSI will:

1. Deliver our services to all customers, internal and external, in a timely, effective and professional manner, in accordance with our values and with the twelve principles of quality customer service.
2. Conduct our business in a fair, open and transparent manner, with due regard to your privacy and confidentiality.
3. Strive for excellence in the development and delivery of programmes and services through active consultation and continuous improvement.
4. Provide maximum possible access in the delivery of our services.
5. Endeavour to resolve all complaints made about the PSI in an efficient and effective manner.
6. Ensure our staff meet these customer service standards at all times.

Our vision is to ensure the public has access to trusted pharmacy services and that the PSI makes a clear and demonstrable contribution to the availability and quality of those services.

The PSI's values are:

- **Serve the public:** The safety of the public is at the heart of everything we do, and we act to ensure that safety.
- **Everyone counts:** We value, appreciate and respect everyone we engage with.
- **Work together:** We work in partnership with our colleagues and all our stakeholders.
- **Lead by example:** We behave with integrity and objectivity. Our actions are evidence-based and timely.
- **Embrace change:** We are innovative, and we adapt to achieve results and continuously improve.

1. Introduction

The Pharmaceutical Society of Ireland (PSI) protects the health and safety of the public by regulating pharmacists and pharmacies in Ireland. We do this by:

- Registering pharmacists, pharmaceutical assistants and pharmacies;
- Setting standards for pharmacy education and training, including ensuring all pharmacists are undertaking appropriate continuing professional development (CPD);
- Promoting good professional practice for the benefit of patients and the wider health system;
- Assessing compliance and taking actions to address poor performance, practices and behaviours, including the imposition of sanctions;
- Providing advice and guidance to the public, pharmacy profession and to the Government on pharmacy care, treatment and service in Ireland;
- Working closely with others in the Irish healthcare system to achieve our objectives, and communicating with our stakeholders openly, honestly and clearly.

Our Customer Charter provides information on our standards of service, and our customer service complaints procedure. The Customer Charter is reviewed regularly. Progress against our service delivery targets is assessed on an annual basis and is reported on in our Annual Report.

2. Delivering on our Commitment to You

The PSI is committed to providing quality customer service and ensuring continuous improvement to the standard of the services it provides. It adheres to the following twelve principles.

1. Quality Service Standards
2. Equality/Diversity
3. Physical Access
4. Information
5. Timeliness and Courtesy
6. Complaints
7. Appeals
8. Consultation and Evaluation
9. Choice
10. Official Languages Equality
11. Better Co-ordination
12. Internal Customer

The PSI will:

- Try to provide you with information about our services while complying with statutory obligations;
- Ensure openness, fairness and transparency in our decisions; and
- Handle customer information and meetings with due regard to privacy, confidentiality and sensitivity.

3. Customer Service Commitment

	<p>If you contact us by telephone, we will commit to:</p> <ul style="list-style-type: none"> ▪ calls to the main switchboard being answered quickly with an option to leave a voicemail if there is a high volume of calls or if the call is made outside of working hours (9:00 -13:00 and 14:00 - 17:45 Monday to Thursday and 9:00 -13:00 and 14:00-17:15 on Friday); ▪ all calls being directed to the correct area or individual; ▪ give you our name and area of work when we answer; ▪ respond to voice messages within 24 – 48 hours, if possible; ▪ be helpful and courteous; ▪ provide you with the information you require (please note that for data protection reasons, we are required to confirm the identity of registrants and applicants for registration by seeking three pieces of personal information before discussing registration details); ▪ telephone you back within 24 – 48 hours if we are unable to deal with your query immediately; ▪ If your query is complex in nature, or if it relates to pharmacy legislation and practice, we will ask that you submit your query in writing to help us analyse the information and provide you with an appropriate response.
	<p>If you contact us by email, fax or letter, we will commit to:</p> <ul style="list-style-type: none"> ▪ issue an acknowledgement within 2 working days of receipt; ▪ respond in writing and/or by telephone within 7 working days; ▪ where there is a particularly high demand for services, or in the case of more complex queries, we will respond in writing and/or by telephone to advise you that your query will be handled within 20 working days. If your query cannot be resolved within 20 working days, we will keep you updated on the progress of your query, indicating when you can expect a definitive response; ▪ ensure that all written communication is clear and understandable, and contains a PSI staff contact name, telephone number, email address and fax number.
	<p>We will do our best to accommodate your visit and have the right person available to meet you. If you wish to visit our office to discuss a query you may have, please make an appointment by emailing info@psi.ie to ensure that:</p>

	<ul style="list-style-type: none"> ▪ a member of staff from the relevant section will be available to meet with you at an appointed time; and ▪ the staff member concerned will understand your query and be able to deal with it. <p>Please note that if you wish to make an appointment with us about your registration, you will need to complete an application for registration and send it to us before making an appointment with one of our staff. In such cases, we will endeavour to meet with you at the PSI office within two weeks of receiving your appointment request.</p> <p>All customers who visit the PSI offices during opening hours (9:00-13:00 and 14:00 -17:45 Monday to Thursday; and 9:00-13:00 and 14:00 -17:15 on Friday) will be received promptly. All customers will be treated fairly and in a courteous manner.</p> <p>The Customer Charter will be available to read in the PSI office.</p>
<p>www.psi.ie</p>	<p>We will do our best to:</p> <ul style="list-style-type: none"> ▪ ensure that our website is kept up to date; ▪ use clear and simple language and only use technical terms when necessary and provide an explanation; ▪ ensure that our website is user-friendly, easy to access and navigate; and ▪ ensure that our Customer Charter is available on the PSI website.
	<p>The PSI makes specific provision for delivery of its services in the Irish language. In doing so, it complies with the provisions of the Official Languages Act 2003. The PSI will ensure that written communication received in the Irish language is responded to in Irish, or if by telephone, responded to, where possible, by an Irish speaker.</p>
	<p>We are committed to providing a service that upholds an individual's rights to equal treatment established by equality legislation. We will ensure that our services and facilities accommodate the diverse needs of our customers in an appropriate manner. We will ensure our web facility is universally accessible.</p> <p>In our commitment to provide maximum possible access in the delivery of our services, we will:</p> <ul style="list-style-type: none"> ▪ Continue to make it easier and more convenient to do business with us;

	<ul style="list-style-type: none"> ▪ Provide an appropriate variety of communication channels including the use of electronic, print, media, private meetings and public events; ▪ Try to ensure that we make the best use of available and emerging technologies to facilitate improved access to information and improved choice for customers; ▪ Ensure that all publications are available online; ▪ Ensure that our offices comply with occupational and safety standards.
	<p>We will:</p> <ul style="list-style-type: none"> ▪ Consult with our customers on the development of new programmes and services through events, surveys, public consultation; and ▪ Continuously seek the views of our stakeholders on the relevance and quality of our services and activities.

4. Help Us to Help You

You can help us provide you with an efficient service by:

- Giving us the information, we need to help you, including your name, address and a daytime telephone number or email address;
- Providing us with any relevant reference numbers or your PSI registration number when you telephone or write to us;
- Being as clear as possible about your enquiry or complaint and giving us as much detail as possible;
- Letting us know if you have any suggestions on how we can improve our customer service;
- Engaging respectfully and co-operatively with our staff;
- Reporting any issues that arise in dealing with us;
- Participating in any public consultations or customer surveys that we conduct;
- Observing timelines and guidelines that we have set out, for example, when registering or renewing your registration with us, so that we receive accurate information within specified timelines.

Applications for Registration

Incorrect or incomplete information may delay applications for first-time registration, continued registration, restoration to the register and the issuing of certificates. In cases where incorrect or incomplete information has been received for continued registration of a pharmacist or retail pharmacy business, we ask that you attend to your returned application promptly.

Registrants who fail to make an application 30 days before the expiry of their current registration certificate will incur the addition of a late fee to their continued registration fee.

5. Feedback and Complaints

Feedback

In order that we can learn from your experience of the service we provide, and improve our systems, we would be happy to receive your feedback. There is a feedback form on our [website](#) or you can write to:

Customer Services Officer

PSI- The Pharmacy Regulator, PSI House, 15-19 Fenian St, Dublin 2, D02 TD72

Email: info@psi.ie

Making a Complaint

PSI staff are required to follow the PSI's policies and procedures. Staff must always act in accordance with the PSI's code of conduct for staff. If you are not happy with service provided by the PSI formal processes are in place for managing complaints. The PSI would like to resolve complaints relating to its quality of service in an effective and timely manner and resolve complaints as soon as possible. We appreciate you providing as much information as possible to assist us in handling a complaint.

- **Complaint about our quality of service**

If you have a complaint, raise the complaint in the first instance with the person you have been dealing with in the PSI. If you are not satisfied, or if you find it difficult to raise the issue with them, ask for the name of their manager and speak with that person (Stage 1).

If you are not satisfied with the way your complaint is being handled, please contact the Customer Services Officer at the PSI, preferably in writing (Stage 2).

If your complaint relates to the Customer Services Officer or the Corporate Governance and Public Affairs Department, another Senior Manager will be appointed to manage the complaint. If the Customer Services Officer determines that your complaint has not been reviewed at Stage 1, and this would be more appropriate, it will be referred by them to the correct person for their response.

Customer service complaints should be made as soon as possible after the action giving rise to it. Please provide as much information about the complaint as possible. Include the date it occurred, the details of why you are making the complaint, the name of the person you dealt with, your contact details and any relevant other details or documentation.

The Customer Services Officer will acknowledge the complaint within five working days of receipt and let you know of the likely timeframe to receiving a response. We will try to make this response

within 30 working days of receipt of the complaint. If it is not possible for us to deal with a complaint within 30 working days, we will let you know the reason for the additional time requirement, and provide you with a progress report.

We will investigate the complaint. As part of the investigation we may need to follow up with you to get further information to help with our enquiries, or we may offer to meet with you to discuss your complaint. When the investigation has ended, a response will be sent to you which will:

- contain an account of the dispute at hand;
- address the issues outlined in your complaint;
- where appropriate, the response will include a proposed resolution; and
- contain a notification of your right to internal review.

Internal Review by the Registrar (Stage 3)

If you are not satisfied with the outcome or handling of a complaint about the PSI's customer service, you may request in writing that the matter be brought to the attention of the Registrar/Chief Officer of the PSI. The Registrar will implement a review process and advise you within five working days of receiving your review request, of how long it will take for them to consider all the details of your complaint. When the Registrar has finished the review, you will be sent a response, and if appropriate, a proposed resolution.

This complaints procedure covers complaints in relation to the PSI's quality of service. The complaint procedure does not cover:

- Decisions relating to the PSI's regulatory functions
 - Matters which are the subject of litigation
 - Matters which have been referred to the Ombudsman or the Information Commissioner.
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- **Complaint about discrimination**

The PSI is committed to preventing discrimination, providing reasonable accommodation for people with disabilities, accommodating diversity, promoting equality and respecting, protecting, and fulfilling human rights, and in doing so, meeting its legal obligations as outlined in the Employment Equality Acts 1998–2015; the Equal Status Acts 2000-2015; the Disability Act 2005, the Gender Recognition Act 2015, and the Irish Human Rights and Equality Commission Act 2015. The PSI has an Equality, Diversity and Inclusion Policy that is applicable to its staff, contractors and suppliers, people who visit us, and applicants for work.

A person is said to be discriminated against if they are treated less favourably than another is, has been, or would be treated, in a comparable situation on the grounds of their race/nationality/ethnicity, religious beliefs, sexual orientation, age, membership of the Traveller community, disability, gender, parental or marital status. For more information you may find it useful to consult the website of the Irish Human Rights and Quality Commission, www.ihrec.ie.

If you believe you have been discriminated against, either directly or indirectly, by the PSI or a member of our staff, please raise your complaint with the person in the PSI you have been dealing with. If you are not satisfied or find it difficult to raise the issue with them, ask for the name and contact details of their manager and talk it through with them. Please provide us with information about your complaint and the grounds on which you are making the complaint.

If you are not satisfied with how the complaint is handled you should contact the Customer Services Officer at the PSI, preferably in writing.

Customer Services Officer

PSI- The Pharmacy Regulator, PSI House, 15-19 Fenian St, Dublin 2, D02 TD72

Email: info@psi.ie

If you are not satisfied with the PSI response and proposed resolution, you may wish to refer your complaint to the Ombudsman.

Office of the Ombudsman

18 Lower Leeson Street, Dublin 2, D02 HE97

Tel: 01 639 5600

Email: ombudsman@ombudsman.gov.ie

Website: www.ombudsman.ie

- **Complaint about the PSI's Registration Process**

If you are an applicant for registration or continued registration and dissatisfied with how your application has been processed, or the way in which the application has been handled, you can make a complaint to the PSI setting out the grounds for complaint. The complaint will be examined with a view to resolving the issue(s). A detailed registration complaints procedure is available on our website, www.psi.ie.

If you feel that you have been unfairly treated or are not satisfied with our decision on your complaint in relation to registration, you may refer your complaint to the Ombudsman:

Office of the Ombudsman

18 Lower Leeson Street, Dublin 2, D02 HE97.

Tel: 01 639 5600; Lo-call 1890 22 30 30; Fax: 01 639 5674

Email: ombudsman@ombudsman.gov.ie

Website: www.ombudsman.ie