



AN RIALTÓIR CÓGAISÍOCHTA
THE PHARMACY REGULATOR

Customer Charter

Draft for public consultation

December 2016

Our Commitment to You

The Pharmaceutical Society of Ireland (PSI) aims to provide a timely, professional and quality service and is committed to continuous improvement. In keeping with this commitment 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 that pharmacy services are delivered in a competent, professional and ethical manner and in an appropriate environment, to the highest standards of quality care and best practice.

The PSI's values are to operate with:

- Commitment to the safety of patients and the public, as our highest priority;
- A focus on supporting excellence in pharmacy education and practice;
- Accountability and responsibility;
- Independence, integrity and high professional and ethical standards;
- Openness, accessibility and transparency;
- Consistency, fairness and equity;
- Excellence and professionalism;
- An ethos of continuous learning, including commitment to the development of PSI staff and of Council and Committee members.

A diagram of our organisational structure can be found [here](#).

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 at undergraduate and postgraduate level, including ensuring all pharmacists are undertaking appropriate continuing professional development (CPD);
- Developing pharmacy practice for the benefit of patients and the wider health system;
- Regulating through inspection and enforcement, and considering complaints made against a pharmacist or a pharmacy, 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.

This document provides information on our standards of service and our customer service complaints procedure. The Customer Charter will be kept under regular review and progress against our service delivery targets will be assessed on an annual basis and will be reported on in our Annual Report.



2. Delivering on our Commitment to You





As the regulator of pharmacists and pharmacies in Ireland, the PSI commits to providing quality customer service, ensuring continuous improvement in the standard of the services provided. It will base its customer service on the twelve Principles of Quality Customer Service:


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

- In general, 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 promptly 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 so as 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; ▪ the staff member concerned will have an understanding of your query and be in a position to deal with it.

	<p>Please note that if you wish to make an appointment with us concerning 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 on display in the PSI office.</p>
	<p>We will do our best to:</p> <ul style="list-style-type: none"> ▪ ensure that our website is kept up to date at all times; ▪ use clear and simple language and only use technical terms when absolutely 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 is guided by the provisions of the Official Languages Act, 2003. The PSI is committed to ensuring that communication received in the Irish language, by email, post, fax or by telephone, is 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 aim to ensure that our services and facilities accommodate the diverse needs of all our customers in an appropriate manner. We will continue to 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; ▪ 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;

	<ul style="list-style-type: none"> ▪ 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:

- Providing us with any relevant reference numbers or your PSI registration number when you telephone or write to us;
- Giving us all the information we need to help you, including your name, address and a daytime telephone number or email address;
- 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 may learn from your experience of the service we provide and improve our systems, we would be happy to receive your feedback in writing to:

Dr Cheryl Stokes
Customer Services Officer
Corporate Governance and Public Affairs Department
The Pharmaceutical Society of Ireland
PSI House,
15-19 Fenian St, Dublin 2
Email: Cheryl.stokes@psi.ie

Complaints regarding the PSI's Quality of Service

All PSI staff are required to conduct the business of the PSI by following policy and procedures. Staff must act at all times in accordance with the PSI's code of conduct for staff. In the event that you are not happy with the quality of service provided by the PSI, formal processes are in place for managing complaints.

The PSI 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.**

Making a complaint

The PSI would like to resolve complaints relating to its quality of service in an effective and timely manner, and uses an early resolution approach to deal with complaints wherever possible. It is recommended that you first raise the complaint with the person you have been dealing with in the PSI and 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 in writing (Stage 2):

Dr Cheryl Stokes
Customer Services Officer
Corporate Governance and Public Affairs Department
The Pharmaceutical Society of Ireland

PSI House,
15-19 Fenian St, Dublin 2
Email: Cheryl.stokes@psi.ie

If your customer service complaint relates to the Corporate Governance and Public Affairs Department, another Senior Manager will be appointed to manage the complaint. Upon reviewing your complaint, the Customer Services Officer may determine that if your complaint has not already been reviewed at a local level then the complaint may be referred back to Stage 1, if appropriate.

Customer service complaints should be made as soon as possible after the action giving rise to it. Details of the complaint should include the date it occurred, the details of why you are making the complaint, the name of the person with whom you dealt with, your contact details and any other details or documentation related to your complaint.

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 fully 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. It 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 level of 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 proposed resolution (if appropriate).

Complaints regarding the PSI's Registration Process

If an applicant for registration or continued registration is dissatisfied with how their application has been processed, or the way in which the application has been handled, he/she can make a complaint to the PSI setting out the grounds for complaint. The complaint will be examined independently within the offices of the PSI with a view to resolving the issue(s). A detailed registration complaints procedure is available to view on our [website](#).

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

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

Email: ombudsman@ombudsman.gov.ie

Website: www.ombudsman.ie

Contact Details

The Pharmaceutical Society of Ireland

PSI – The Pharmacy Regulator

PSI House,

15 – 19 Fenian Street,

Dublin 2, D02 TD72.

Tel: +353 (0)1 281 4000; Fax: +353 (0)1 283 7678

Email: info@psi.ie Website: www.psi.ie