



An tÚdarás Slándála Príobháidí
The Private Security Authority

The Security Regulator

CUSTOMER SERVICE ACTION PLAN



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 PRIVATE SECURITY AUTHORITY

The Private Security Authority (PSA), established by the Private Security Services Act 2004 is the regulatory body for the private security industry in Ireland. The Authority is an independent body under the aegis of the Department of Justice and Equality, the PSA issues licences to contractors and individuals working in the security industry. Our role is to protect the public and clients of the security industry by promoting a high standards based licensing system for businesses and individuals working in the security industry.

The PSA is charged with introducing, controlling and managing a comprehensive standards based licensing system for the private security industry. The key responsibility of the PSA is to licence those providing security services and the main objective is to improve and maintain standards and qualifications in the provision of these services. The PSA works in partnership with the industry, both employers and employees, because raising the standards in the industry benefits everyone and ensures that legitimate businesses are not at a disadvantage in the marketplace.

Our Mission is to regulate the activities of those involved in the private security industry to ensure that the interests of consumers are fully protected through the establishment, promotion, monitoring and enforcement of appropriate standards. Our Mission is supported by our vision in which consumers' interests will be protected by a licensed and vetted industry with high standards of performance and expertise. This vision is to be maintained through on-going monitoring of all licensed providers and targeted action against those who breach standards.

We envision an industry with;

- Strong enforcement delivering continued improvement of the industry.
- Improved levels of Training and Education.
- Reduced criminality.



- Full rollout of licensing to areas not yet licensed.

and a Private Security Authority with;

- Sufficient resources to deliver services.
- Enhanced Service Delivery.

3. OUR CUSTOMERS

The PSA's principal customers are listed below, most of the resources of the PSA are devoted to managing procedures and processes aimed at serving them.





4. CUSTOMER SERVICE COMMITMENTS

The PSA are committed to serving the Private Security Industry and anyone who uses their services by ensuring the following customer service values are met:

Quality Service Standards

- We will provide all customers with quality services at all times.
- We will strive to deliver services that are easily accessible, high quality and meet your needs.

Equality/Diversity

- We will deal with you in a fair and open manner irrespective of gender, marital status, family status, age, race, religion, disability, sexual orientation, membership of the Traveller Community.
- Our offices will be safe and accessible with physical access to persons with disabilities.
- We will ensure there are no barriers to services for people experiencing social exclusion and poverty and for those facing geographic barriers to services.

Health and Safety/ Physical Access

- We will ensure our building complies with Health and Safety Legislation.
- We will ensure members of staff are trained to carry out the functions set out in the Health and Safety Legislation.

Access to Information

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



Help us to help you

We can help you best if you:

- Provide any information you have which is relevant to your inquiry;
- Provide any relevant documents and reference numbers you have;
- Follow any checklists or guidelines which you have been given;
- Treat our Staff and other customers with courtesy and respect.

Courtesy & Timeliness

- We will be polite and professional in all our dealings with you.
- We will act with integrity, impartiality and fairness at all times.
- We will give our name and contact details when dealing with your query. We will reply to letters within 15 working days using clear concise language.
- If it is not possible to send a full reply, we will send you an interim reply, explaining the position.
- We will identify the writer's name, address, telephone number and email address.
- We will reply to emails within 7 working days.
- We will answer all telephone calls promptly.

Complaints/feedback on service

If customers want to make a suggestion on how we could improve our service, or complaints about the quality of customer service provided, or for general queries they can e-mail our Quality Customer Service Officer. The address is info@psa.gov.ie

Customers can also write to:

Quality Customer Service Officer
Corporate Affairs
The Private Security Authority
Davis Street
Tipperary Town
E34 PY91



How can you contact us?

Our website: www.psa.gov.ie

Email: info@psa.gov.ie

Phone: 062 31588/32600

In writing to: The Private Security Authority

Davis Street

Tipperary Town

E34 PY91

Staff in the relevant section will attempt to resolve your enquiry/complaint quickly.

If you are not satisfied with the response to your enquiry/complaint from the section, you should write to the appropriate Head of Division.

If you are still not satisfied with the response received, you may consider writing to the Office of the Ombudsman:

Office of the Ombudsman

18 Lower Leeson Street

Dublin

D02 HE97

Telephone: **00 353 1 6395600**

E-mail: ombudsman@ombudsman.ie

Website: www.ombudsman.ie

Appeals of Licensing Decisions

Certain decisions of the PSA may be appealed to the Private Security Appeal Board, a body independent of the PSA.

The Private Security Appeal Board

The Private Security Appeal Board is appointed by the Government to consider appeals against decisions of the Private Security Authority. The Appeal Board is independent of the Private Security Authority.



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

How To Appeal

Your appeal must be submitted within one month of the date of the PSA’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
- Name and address of the appellant
- Appeal signed by the appellant
- Relevant Fee

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

Private Security Appeal Board

P.O. Box 11205

Dublin 2



Consultation and evaluation

- All staff have an important role to play in processing customer feedback. Staff should record all feedback received by external customers as well as any follow up required. To assist us in this, we will continue to seek feedback from our customers and staff.
- We commit to resolve any issue brought to our attention by staff or the public.
- We welcome comments, suggestions and views on our service and we believe that this will help us to improve and build on our service. If you are pleased/displeased with any aspect of our service, please let us know. For a full list of contact numbers refer to appendix 1.

Choice

- We will use available and emerging technologies to ensure maximum access, choice and quality of delivery.

Seirbhís i nGaeilge/Service in Irish

- Déanfaimid gach iarracht chun freastal ar chustaiméirí ar mian leo a ngnó a dhéanamh i nGaeilge. We will make every effort to accommodate customers who wish to conduct their business in Irish.

Better co-ordination

- We will foster a more coordinated and integrated approach to delivery of public services.

Internal customer

- Management will endeavour to ensure that the staff of the PSA – our internal customers – are properly supported and consulted with regard to service delivery issues.



5. PROCEDURE FOR MONITORING AND REPORTING ON PROGRESS

The PSA constantly monitors its Customer Service Targets and will publish results in our Annual Report. This document will set out the targets for 2017 to 2019. Some of the targets are ongoing while others are time specific targets.

Quality Service Standards

- We will monitor the quality of services provided to customers by seeking customer feedback and by commissioning independent research of customer service.

Equality/Diversity

- We will assess our services to ensure that they do not discriminate on grounds of gender, marital status, family status, age, race, religion, disability, sexual orientation, membership of the Traveller Community.
- Our offices will be assessed to ensure they are safe and accessible for persons with disabilities.

Health and Safety/ Physical Access

- We will comply with all statutory obligations on Health and Safety and access to our building and confirm compliance on an annual basis.

Access to Information

- We will review all our information channels to ensure that they comply with best practice in information access.

Courtesy & Timeliness

- Ensure staff receive adequate training to meet our customer service obligations and are reminded of our obligations on a regular basis.
- Monitor the standards of service set out in the PSA Customer Charter and review the performance, via communications from stakeholders and customer feedback.
- Meet all the statutory requirements in relation to requests for information.
- Continue to ensure we follow best practice in paying suppliers on time.



Complaints/feedback

- 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.
- Report on all complaints/feedback to the Board of the PSA.

Appeals

- Ensure customers are aware of the options available to them when they are dissatisfied with a decision made by the PSA in relation to services.
- Report in our annual report on appeal decisions.

Consultation and evaluation

- Enter in public consultation on all major changes to regulation.
- Develop a feedback form for our website.
- Undertake a customer survey on a biannual basis.

Choice

- Provide information through a variety of channels.
- Seek feedback from customers on the variety and quality of communication channels.

Seirbhís i nGaeilge/Service in Irish

- Déanamh de réir Acht na dTeangacha Oifigiúla, 2003 / Comply with the Official Languages Act, 2003

Better co-ordination

- Continue to engage with other Departments/Agencies on cooperation and sharing of information.



Internal customer

- Continue to develop the PSA's internal communication channels.
- Identify training and development needs of staff through the PMDS system. Training provided as requested.



Appendix 1

Contacts:

Private Security Authority
Davis Street
Tipperary Town
Co. Tipperary.
E34 PY91

T: 062-31588/32600

E: info@psa.gov.ie

W: www.psa.gov.ie

Contractor Division

Email: contractors@psa.gov.ie

Compliance and Inspectorate

Email: enforcement@psa.gov.ie

Individual Licensing Division

Email: licensing@psa.gov.ie

Corporate Affairs Division

Email: info@psa.gov.ie

Qualifications and Standards Division

Email: standards@psa.gov.ie