



Customer Charter

Who are the Private Security Authority?

The Private Security Authority (PSA), is the regulatory body for the private security industry in Ireland. The PSA is an Independent Body under the aegis of the Department of Justice and Equality, and issues licences to contractors and individuals working in the security industry.

Our Mission

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.

The principal functions of the PSA are:

- Controlling and supervising people who provide security services.
- Granting and renewing licences.
- Suspending and revoking licences.
- Maintaining a register of licensees.
- Specifying standards to be observed in the provision of security services.

What is the Customer Charter?

The Customer Charter is our statement of the standards of service that our customers can expect to receive.

Help us to help you

We can help you best if you:

- Provide full and complete information when you contact us.
- Complete all application forms in accordance with any checklists or guidelines provided.
- Co-operate with our Inspectors and other staff when they are carrying out their duties.
- Treat our staff and other customers with courtesy and respect.

Feedback

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 or displeased with any aspect of our service, please let us know.

Customer Complaints

If you are not happy with our service standards or you wish to provide other feedback or information, you can contact us directly by email, phone, in writing or on our website.

How can you contact the PSA?

1. Our website – www.psa.gov.ie
2. Email – info@psa.gov.ie
3. Phone – 062 32600
4. In writing to: The Private Security Authority, Davis Street, Tipperary Town, E34 PY91

How can you get more information?

Log on to our website at www.psa.gov.ie for up to date information.



Our Customer Service Commitments

The PSA are committed to serving the Private Security Industry and anyone who uses our services by ensuring the following standards are met:

1. 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.

2. Courtesy

- 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.

3. 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.

4. Correspondence

- We will answer all telephone calls promptly.
- We will reply to emails within 7 working days.
- 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.

5. 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.

6. Access to Information/website

- 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.

7. Consultation and evaluation

- 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.

8. Health and Safety

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