

CUSTOMER CHARTER



Introduction

AirNav is a commercial semi-state company employing over 690 people at six locations around Ireland. AirNav Ireland is committed to providing safe, efficient, sustainable and cost-effective air navigation services and ATC management in Irish controlled airspace.

We aim to be a world leader and leading innovator collaborating with our stakeholders to achieve advancements in safety, service provision and environmental performance.

Collectively management and staff ensure that AirNav is true to its mission statement:

The Board and staff of AirNav are committed to providing efficient and cost-effective safety regulation of the Irish aviation industry and to providing, on a sound commercial basis, safe, efficient and cost-effective air navigation services, which meet the needs of our customers. AirNav aims to be a world leader in its field.'

As a commercial semi state organisation, we are committed to providing a quality service and aims to do so by implementing this Customer Service Charter ("Charter"). This Charter sets out the standards of service which you can expect to receive from us, both as a member of the public and as a staff member of AirNav.

This Charter specifically relates to how we interact with you, and our conduct during those interactions.



“Committed to providing a professional, efficient, and courteous service to all our customers”

Our Commitment

AirNav is committed to providing a professional, efficient, and courteous service to all members of the public who interact with us in order to receive a service. We will strive to deliver high quality, easily accessible services at all times.

To do this, we will:

- Identify ourselves when answering the telephone. If your query cannot be dealt with immediately we will arrange a call back/email at a time convenient for you.
- Respond promptly (within one working day) when a voice message is received. If staff are out of the office, out of office notices will be activated which will include an alternative contact.
- Give you the contact details of any relevant body or organisation that may be better placed to deal with your query.

We commit ourselves to working together to maintain a workplace environment that encourages and supports the right to dignity at work. We respectfully ask that customers treat our staff with dignity and respect at all times. We reserve the right to cease interactions with customers who do not adhere to this request.

Response Times You Can Expect

By Phone

We aim for all calls to our dedicated lines to be answered quickly during opening hours. Our corporate line is open Monday to Friday 8.30 a.m. to 5.30 p.m.

Written Correspondence

We will acknowledge receipt of written correspondence within 10 working days and we aim to provide you with a response to queries within 14 working days. Complex issues requiring significant investigation, research or resources are likely to take longer than 14 working days to be considered fully. Where this is the case, you will receive an update from us within 14 working days.

Social Media

Queries we receive through LinkedIn and Twitter are responded to as soon as possible, usually within 24 hours during the working week.

Regulatory Matters

Regulatory applications may take time, depending on complexity, whether additional data is required and the receipt of large numbers of applications. Where delays arise that affect a number of applicants, AirNav may provide updates on its website.



Standards you can expect when contacting us

In providing services we will;

- Respect the confidentiality of any personal information you provide to us and will only use it in accordance with the law. Facilitate those persons who wish to correspond with us in Irish. We will reply in Irish if correspondence is received in Irish and publish an Irish Language Annual Report under the Official Languages Act 2003.
- Treat all people equally and aim to provide a service that is available and understandable to all.
- Apply the highest possible accessibility standards to our website and provide information using clear and simple language.
- Ensure that clean, safe and appropriate meeting facilities are available for your visit.

How you can help when contacting us

- Provide accurate and relevant information.
- Provide your contact details if you require a response.
- Treat our staff in the way you would like to be treated yourself.



How to report a concern/ issue in respect of these Charter commitments

If you are unhappy with the service you have received and if the issue cannot be resolved to your satisfaction with the staff member or section you have been dealing with, you can make a formal complaint to the AirNav at complaints@airnav.ie. The Complaints Officer will deal with your complaint properly, fairly and impartially.