



# Personal Injuries Assessment Board

## Customer Charter

### Introduction

Personal Injuries Assessment Board (PIAB) is a statutory body which provides independent assessment of personal injury compensation for victims of Workplace, Motor and Public Liability accidents.

PIAB is committed to providing an efficient, timely, professional, and courteous service to all our customers in every aspect of our operations. PIAB regards all those with whom it has a service relationship as customers. This Charter sets out the standards of service PIAB aims to provide to customers.

### Mission Statement:

'To be the independent facilitator in the delivery of compensation entitlements in a fair, prompt and transparent manner for the benefit of society'.

*PIAB will:*

- Provide clear and accurate information
- Set real and achievable business targets
- Monitor performance against the achievement of targets
- Consult with customers in order to evaluate services provided
- Treat customers equally, fairly and with respect

## **The Service You Can Expect:**

### *Telephone*

We will provide a LoCall telephone line

We will be available to answer your call Monday to Friday 8.00am-6.00pm

We will answer your call promptly and aims to answer 95% of calls within 40 seconds

Our staff will be courteous and helpful

We will provide information and assistance in relation to our process

### *Applications*

PIAB will aim at all times to issue statutory notices as required under the PIAB Act 2003 following the making of an Application, as soon as is practicable but allowing for the time required for the preparation and quality checking of the notice concerned.

### *Written Correspondence*

PIAB can receive written correspondence via several mediums including Post, Document Exchange, E-mail and Fax.

If you send us a letter, fax or e-mail PIAB will endeavour to:

- Deal with all correspondence within 4 working days
- Respond to correspondence in 4 working days where required. If it is not possible to give a comprehensive reply within 4 working days PIAB will send you an interim reply explaining the position and indicating when you can expect a definitive response
- Include a claims reference, telephone number, fax number and an E-mail address on all correspondence
- Ensure that all replies will be written in a clear, concise and easily understood manner, taking into account the requirements of relevant legislation

## **Website**

PIAB will ensure that its website is tailored to meet the needs of customers, is accessible and that any customer who wishes to conduct their business electronically is facilitated in so far as possible to do so. PIAB follows the guidelines on accessibility set out by the W3C (the World Wide Web Consortium).

The W3C WAI (Web Accessibility Initiative) produces accessibility guidelines that are an internationally recognised benchmark of accessibility.

PIAB is committed to making its website accessible to all people, regardless of ability.

In this regard users are invited to give their feedback and suggestions for improvements (contact details below). The accessibility and feedback is reviewed on a regular basis.

## **Services through Irish**

PIAB undertakes to make every effort to facilitate customers who wish to conduct business through the Irish Language. In particular PIAB guarantees to:

- Meet commitments under the Official Languages Act 2003 including replies in Irish to correspondence received in Irish;
- Publish an Annual Report and Statement of Strategy in both Irish and English.

## **Services through Other Languages**

PIAB will ensure every effort is made to facilitate customers who wish to conduct business through a variety of languages.

Claimants will have the benefit of access to much information available at <http://www.piab.ie> in languages such as: Russian, Polish, Chinese, and Arabic.

## **Equality and Diversity**

PIAB is committed to ensuring the rights of individuals to equal treatment established by equality legislation are adhered to at all times.

PIAB will endeavour to acknowledge and accommodate the diversity of these groups covered by equality legislation.

## **Data Protection**

PIAB has published a comprehensive Data Protection 'Code of Practice' which is available on this website at <https://www.piab.ie/eng/data-protection/>. The Code has been developed in accordance with our legal obligations including the Data Protection Acts and the General Data Protection Regulation (GDPR), and may be updated from time to time.

PIAB continually ensures that individual personal data is only processed in line with our statutory role as set out in legislation including the PIAB Act 2003, the PIAB Amendment Act 2007 and any other relevant legislation. PIAB has designated a Data Protection Officer (further information available at <https://www.piab.ie/eng/data-protection/>)

When personal information is within PIAB possession, it will endeavour to keep it safe and secure at all times and we will not retain it for longer than is necessary.

## **Complaints**

PIAB aims to deliver a high standard of service to all customers.

However, if you have any complaints regarding the quality of service which you cannot satisfactorily resolve directly with members of staff, you can make a complaint by writing to PIAB at PO Box 8, Clonakilty, County Cork, P85 YH98 or by e-mail to [complaints@injuriesboard.ie](mailto:complaints@injuriesboard.ie).

Letters or E-mails should be clearly referenced as 'Complaint' and include information such as:

- A claim reference if applicable
- The date on which a problem arose
- The name of the individual handling matters
- The circumstances giving rise to your complaint
- Any information which may help us deal with the complaint efficiently
- Any/all other information you believe is relevant

All complaints are recorded and acknowledged in writing.

Full information on PIAB's complaints policy can be found on this website at this link: <https://www.piab.ie/eng/Complaints-Policy/>

## **Help PIAB to help you:**

In order to help PIAB to provide the best service it can, please quote PIAB's reference number in all communications and ensure that application forms are fully, accurately and legibly completed.

## **Feedback**

PIAB regards feedback as the key to understanding the needs and expectations of customers. We welcome feedback and encourage you to provide it.

PIAB also encourages staff to use their day-to-day contact with customers as a means of gathering feedback on the quality of service provided.

## **Monitoring Performance**

PIAB will provide details of its progress in advancing superior customer service in its annual reports.

## **Contact Details**

Postal Address:

PIAB

P.O. Box 8

Clonakilty

Co. Cork

P85 YH98

Tel: LoCall 1890 829 121

Fax: 1890 829122

From Northern Ireland 0870 876 8121

Open Monday to Friday 8am-6pm

Email: [enquiries@injuriesboard.ie](mailto:enquiries@injuriesboard.ie)

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