

CUSTOMER SERVICE CHARTER



OUR MISSION

South East BIC supports early stage companies, existing innovative SMEs and other State supported Development Agencies across the South East Region - Waterford, Wexford, Carlow, Kilkenny and Tipperary - to drive job creation and to provide accessible high quality supports for business ideas.

WHAT IS A CUSTOMER SERVICE CHARTER

This Customer Service Charter is a commitment to the quality of our service delivery to you and sets out what South East BIC will do for you, how we propose to do it, and in what time scale.

South East BIC is committed to continuously monitoring and improving the quality of our service delivery to you.

SERVICES AVAILABLE FROM South East BIC :

- Core client deliverables include Feasibility Readiness, Investment Readiness and assistance in Sourcing Finance delivered by an experienced team of seasoned practitioners.
- Modules include - Project evaluation, business modelling and planning, active incubation, sourcing finance and access to networks including the EU for all enterprise in the South East Region.
- Working with entrepreneurs, promoters, businesses and other relevant stakeholders in the region to foster entrepreneurship and job creation.
- Delivering enterprise training, management development and mentoring to entrepreneurs and businesses.
- Working to create and maintain client centered business networks.
- Developing a progression pathway to Enterprise Ireland's High Potential Start Up (HPSU) and Established Industry Departments.
- Where South East BIC cannot deal with your enquiry it will provide a referral service to the appropriate agency.
- South East BIC is committed to providing the highest levels of customer service as embodied in our Customer Service Charter and in line with the principles of quality customer service as adopted by all Government

HOW CAN YOU HELP US

You can help us by:

- Treating our staff courteously.
- Providing feedback to enable us to improve our service.
- Providing accurate information in your dealings with us.
- Being punctual, prompt and professional.

WHAT TO EXPECT FROM YOUR BIC?

We will endeavor to ensure that our staff:

- Have the relevant knowledge and experience, responsibility and authority, to deal with your enquiries or refer you to someone who can.
- Deliver our services in a friendly and inclusive manner.
- Treat you with courtesy and professionalism.
- Give you clear, accurate and helpful information.
- Deal with your requests, enquiries and concerns promptly.
- Treat all customers equally and without discrimination.
- Maintain confidentiality at all times.
- Continually explore new and better ways of delivering our service.

Where South East BIC cannot deal with your enquiry it will provide a referral service to the appropriate agency.

ACCESSIBILITY

- South East BIC will provide a meeting room where appropriate in order to conduct business in a confidential manner.
- South East BIC will ensure that our offices, facilities and resources are fully accessible in line with the Disability Act 2005.
- Any queries in relation to accessibility should be directed to the CEO/ Chair of South East BIC .

EQUALITY

In our dealings with customers we will ensure the rights to equal treatment established by equality legislation are upheld. South East BIC does not discriminate on the grounds of age, disability, gender, family status, race, religious belief, sexual orientation and membership of the traveler community.

PRIVACY AND CONFIDENTIALITY

All information, both personal and business, provided by you, will be dealt with in total confidence and in a manner that respects your dignity.

COMMUNICATIONS

South East BIC will deal with your enquiry promptly and in a helpful, courteous and responsive manner.

- We will identify ourselves by name on answering the phone.
- Where a client seeks to meet a BIC staff member as far as is practicable this will be facilitated within 5 working days.
- All written communications from clients will be acknowledged within 5 working days of receipt.
- All emails received will be acknowledged within 48 hours of receipt.
- All telephone enquiries will be responded to within 2 working days. A mailbox recording facility will be in operation at all times.
- Written communications from the BIC will contain the name and contact details of the staff member dealing with your query/issue.

South East BIC is committed to providing quality client services. To ensure that our clients are satisfied with our service delivery standard we commit to undertaking regular reviews.

HOW TO MAKE A COMPLAINT

Our staff are dedicated to providing a professional service and getting things right first time. Despite our best endeavors we recognize that things may not always meet customer expectations. We have a standard procedure in place to ensure that we investigate your complaint fully and fairly.

- Some complaints can be dealt with immediately. Where this is not possible we will acknowledge your complaint in writing or by telephone to confirm that we have understood your concerns correctly.
- We will investigate your complaint and respond within 5 working days of receipt. We will also inform you of any actions and endeavor to try satisfying your complaint.
- If you are not satisfied with this response you may raise your concerns at a more senior level by writing formally to the CEO or Chairman of South East BIC.

Contact Details

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