



The National Governing Body for Sailing, Powerboating and Windsurfing in Ireland

Irish Sailing Customer Charter

At all times we will be fair in our dealings with you, while managing your expectations of us. Our service standards are as follows:

Telephone

We will:

- Answer your telephone queries promptly and politely
- Identify ourselves to you
- Provide routine information on request
- Forward your query to the appropriate department
- Provide relevant contact details for the member of staff you are being directed to
- Ensure that voicemail greetings are updated
- Respond as soon as possible but within an absolute maximum of 24 hours to voicemail messages
- If a staff member is on annual leave, phones will be diverted to another staff member.

Email

We will:

- Acknowledge all written communications (including emails) as soon as possible but within 3 working days – all emails to info@sailing.ie should be responded to within 12 working hours.
- Provide routine information on request
- Provide a definitive reply within 7 working days
- In cases where there will be a delay we will send you an interim reply explaining the situation before the 7 day period expires.
- If a staff member is on annual leave, an out of office response will be activated to provide an alternative email address.

Publication Orders and Services

All publications are dispatched within 48 hours from receipt of order.



Visitors to the Irish Sailing Office

Irish Sailing operates a system of blended working for employees. This means that while the office services remain functional the building is not always manned as employees may be working from home.

We welcome visitors to the office, however to ensure there is an appropriate staff member present to meet your needs, we request you call in advance to make an appointment

Complaints

If you are not satisfied with the service, you have received please discuss this with the staff member you have been dealing with. If you prefer, or if you feel the issue is still not resolved, you can address your complaint in line with our [Complaints policy](#).

Help Us to Help You

You can help us to improve our service to you by:

- Making comments and suggestions about our service
- Reporting any issues as they arise
- Participating in any customer surveys we conduct
- Giving us all the information we need to help you.