



Irish National Accreditation Board (INAB) GD06

Customer Charter

NOTE: AN EXTRACT FROM THIS GUIDANCE DOCUMENT IS MADE PUBLICLY AVAILABLE ON THE INAB WEBSITE – SEE GD06-PUB. ENSURE ANY CHANGES TO THIS GUIDANCE DOCUMENT ARE REFLECTED IN THE PUBLIC VERSION.

OUR COMMITMENT TO OUR CLIENTS

INAB is committed to providing a professional, efficient and courteous service to all our clients, providing and delivering the highest quality of service. We will treat all our clients equally and make every effort to ensure that the services we provide reflect your needs and expectations.

This Client Charter is INAB's statement on the levels of service clients can expect. It does not seek to cover all the functions and services provided by INAB, but outlines our commitment to you, the client, including:

- The levels of service you are entitled to expect when you contact INAB
- How to contact INAB
- How your input can contribute to the improvement of our services
- How to obtain further information, provide feedback or make a complaint

OUR MEASURE OF SUCCESS

INAB aims for the highest standards in client service and responsiveness. We perform feedback surveys at least every 2 years and we aim to have a client service and responsiveness rating of no less than 85%. Where we fall below that, we will put in place an action plan to improve our performance.

INAB is committed to providing an efficient and responsive accreditation service and have set targets and metrics which we monitor and measure on a regular basis.

CONTACTING INAB

We will deal with your enquiry efficiently and promptly and treat you with courtesy and respect in all communications.

By Phone

1. Administration Team
 - The phone will be answered by the INAB administration team
 - Where voicemail is activated, an alternative contact number will be made available for you to contact the administration team
2. Assessment Manager
 - Office phone / mobile phone will be answered when in the office and available
 - Voice mail will be activated when out of the office on assessment or annual leave
 - Where your assessment manager is on leave it will be necessary to wait for a response to any queries on assessment visits, scope applications or general queries in relation to your accreditation. This is to ensure you receive the most accurate and comprehensive response to your query. The email out office

message and the voicemail will give the return date. If the issue is urgent and cannot wait until their return, please contact the INAB administration team, who will re-direct your query

- Other general queries should be directed to the administration team

By E-mail

- An automated e-mail response will issue where staff are out of the office advising of a return date.

CRM Queries

For all matters relating to your accreditation, please only use the *Accreditation Query* function on the portal; this will be directed to your assigned assessment manager. You may cc the assessment manager's direct email address also but the response will be issued from CRM.

Meetings at INAB Offices

Clients/general public will need to make prior appointments, as our offices are not open to the public.

Website

INAB has responsibility for its website providing information on accreditation and our accredited clients. We are committed to the ongoing maintenance and development of our website to ensure that they are accessible, informative and up to date.

Statutory Obligations

HSA/INAB is fully committed to fulfilling all relevant statutory obligations in relation to Data Protection, Equality, Freedom of Information, Prompt Payment of Accounts and Safety, Health & Welfare at Work.

Contact

The INAB website has contact <https://www.inab.ie/contact-us/details> for all INAB staff to assist with your enquiries. The details are available [INAB staff](#) and [Contact us](#)

HOW YOUR INPUT CAN CONTRIBUTE TO THE IMPROVEMENT OF OUR SERVICES

A. FEEDBACK

We welcome and value your comments and suggestions on all aspects of our services. You can contribute to this process by:

- **Complete the INAB Client Satisfaction Survey:** All clients are invited to complete periodic satisfaction surveys every 2 years, which INAB analyses to identify opportunities for improvement in delivery of the accreditation service.
- **Client Feedback Form**
This form is available on our website – under the Contact Us section <https://www.inab.ie/contact-us/complaints-foi-cross-frontier-feedback-and-appeals/>
This form can be completed and returned to our quality manager for processing. This can be feedback on both positive and negative experiences with INAB and the assessment process.
- **INAB Policy Statement on Mechanisms of Feedback to INAB, PS25**
This policy outlines the number of feedback mechanisms through which stakeholders can submit this feedback. It is available on our website www.inab.ie in the documents section. Click here for a [direct link](#) to access.
- **Client Complaints Procedure**
See Section 7 in the [INAB regulations](#)

B. WORK WITH US

- Use the CRM portal to maintain and manage your accreditation and submit queries.
- Please commit to a quick response to proposed visit dates.
- Please submit relevant documents on time via CRM, particularly application and document submission prior to assessment visits. See our [PS10 policy](#).
- Please submit extension to scope applications 6 months in advance of surveillance visits.
- Please close nonconformities with the 1 and 3 month deadlines.

INAB is part of the Health and Safety Authority. Its client charter is available [here](#)

INAB CLIENT CHARTER METRICS

	Description	INAB Timeframe	Dependencies
Applications for Accreditation			
<i>New applicants can expect the full process to take 12 – 18 months from application to award of accreditation</i>	Request for access to CRM via contact us on website	Within 2 days	
	Assigned assessment manager to your application	Within 15 working days	
	Contact from assessment manager to discuss application / first visit	Within 1 month	
	First visit (pre-assessment or assessment)	Within 6 months (pre-assessment) - 9 months (assessment) of receipt of application	<ul style="list-style-type: none"> i. Having suitably qualified assessors/experts. If INAB has to source new expertise, then these timelines do not apply. ii. Availability of assessors/experts to permit timely scheduling <p>INAB will keep clients informed at all times through the assessment manager</p>
	Decision on accreditation	Within 3 months of closure of nonconformities raised	INAB requires analysis of extent and cause, correction and corrective actions for each nonconformity along with evidence of implementation. Failure to clearly provide this information will delay closure of the nonconformity
	Notified of award of accreditation	On day of Board meeting (by email) and official letter within 1 week	
	Publication of scope/certificate on website	Within 3 weeks from award of accreditation	INAB has to order accreditation symbols to input into the scope document
Extension to scope applications	Processing of your extension to scope	Assessed at your next surveillance visit, unless an additional onsite assessment is requested.	<ul style="list-style-type: none"> i. Having suitably qualified assessors/experts. If INAB has to source new expertise, then these timelines do not apply.

		If an additional assessment is requested, then this will be scheduled within 6 months of receipt of a complete application	<ul style="list-style-type: none"> i. Availability of assessors/experts to permit timely scheduling <p>INAB will keep clients informed at all times through the assessment manager</p>
Events			
Scheduling	Visit Date scheduled and available to CAB in CRM	6 months before your visit	<ul style="list-style-type: none"> i. Having suitably qualified assessors/experts. If INAB have to source new expertise, then these timelines do not apply. ii. Availability of assessors/experts to permit timely scheduling <p>INAB will keep clients informed at all times through the assessment manager</p>
Visit Plan	Available to CAB in CRM	2 weeks before visit date	Assessment team completing visit plan requirements in timely manner
Nonconformities	NC Template - Team to upload NC Template (s) into CRM Portal	On day of visit- or within 2 days of visit if connection issues on the day of the assessment	
	Team review of nonconformity evidence	Within 15 working days of receipt of evidence	Assessors on leave or on other assessments
Decision on accreditation	Decision to maintain or award accreditation	File prepared by assessment manager for decision maker +10 working days from closure of all evidence + 15 working days from file presented to decision maker (INAB manager) and all queries addressed	
Cancellation of visits	Where INAB or assessors have to cancel – due to external factors / weather etc.	Advise as soon as known	
CRM			
CAB Change Requests	Officer to review and assign for processing by Administration team	Within 10 days of receipt	
	Administration team to process changes in CRM	Within 10 days of task being raised in CRM	
	Quality team to process changes in CRM	Within 10 days of task being raised in CRM	

CAB Portal Downtime (planned)	INAB will communicate to all our users – advising of the timeframe and the date. This is to allow necessary changes and updates to improve our system	Within 5 days in advance of the downtime	
CAB Portal – interruption to service (not planned)	INAB will communicate to all our users, advising of any significant interruptions to the service out of our control.	After 2 days of continuous interruption.	
QMS			
Complaints	Investigation and reporting of complaint, with response to complainant	Within 25 working days of receipt	Full disclosure of information and availability of all relevant parties
Client feedback	Review and response to client feedback forms submitted	Within 20 working days of receipt	Full disclosure of information and availability of all relevant parties
Appeals	Investigation and reporting of appeal lodged, with response to appellant	Within 25 working days of receipt	Full disclosure of information and availability of all relevant parties
Respond to new assessors/qualify new assessors	<ul style="list-style-type: none"> • Response to expressions of interest • Qualify new assessors 	<ul style="list-style-type: none"> • Response to expressions of interest within 25 working days • Qualify new assessors within 60 working days 	Engagement with assessors
CLIENT SERVICE			
Response to queries submitted through CRM, website, individual emails	Queries submitted to INAB either through the website, as relating to your accreditation <i>via</i> CRM or directly to a staff member	<ul style="list-style-type: none"> • Response to website queries within 5 working days • Response to individual emails within 10 working days or within 5 working days of return date to office, as advised in the out of office message • Response to CRM queries within 10 working days 	Staff availability
Client survey	Improve satisfaction ratings in period surveys	<ul style="list-style-type: none"> • Min 70% on scheduling responsiveness and CRM by end 2020 • Min 75% on scheduling responsiveness and CRM by end 2021 • Min 80% on scheduling responsiveness and CRM by end 2022 • Min 85% on scheduling responsiveness and CRM by end 2023 	Metrics in place and accessible Increase in administration and ICT support