



Civil Service Employee  
Assistance Service

## CSEAS Customer Charter

### Mission Statement

*To offer a quality resource and support service for all staff which positively affects both individual health and well-being and organisational effectiveness*

#### **Our Commitment**

We are committed to providing a high quality service to all users. We aim to be efficient and courteous to all our customers. Our ethos is client focused and we place great emphasis on timeliness and manner of our response to service users whether by phone, in writing or face-to-face.

#### **Communications**

We will be helpful and courteous at all times in our dealings with service users. We are available from 9.15am to 5.30pm Mon – Thurs and 9.15am to 5.15pm Fri, (excluding public & bank holidays).

#### **Telephone Enquiries**

We will be available to answer telephone enquiries at our central telephone number in our Dublin Head Office  
Tel 0761 000 030.

If our staff are busy at the time of your call, we have a voicemail facility on our central number and will respond to voicemails promptly.

If specific staff are unavailable to speak with you when you call, we will ensure that you are assisted in their absence.

Where you require urgent assistance, we will ensure that a staff member can respond to you promptly.

Should you call our regional offices voicemail facilities are available when our EAOs are at meetings or engaged with other service users. All voicemails will be responded to promptly. Should the EAO be unavailable for a period of time the voicemail will include an alternative telephone number.

#### **Emails and correspondence**

We have a central email facility at [cseas@per.gov.ie](mailto:cseas@per.gov.ie). All communications by email or post will be acknowledged and responded to promptly.

#### **Appointments**

EAOs will be available to meet with you by appointment in the office of the EAO concerned. If this does not suit, we will be as flexible as possible and endeavour to accommodate a mutually acceptable alternative. Appointments will be arranged as early as possible. Where there is a requirement for a crisis response, an appointment will be made available as a matter of urgency.

#### **Confidentiality**

As the CSEAS is a centralised shared service confidentiality is with the CSEAS. Information and personal data disclosed by employees to the CSEAS remain confidential (exceptions are listed below) and will not be disclosed to a third party outside of the CSEAS without the prior knowledge and consent of the individual. This is in keeping with normal professional standards in relation to confidentiality.

Exceptions to confidentiality are

- Life-threatening situations to the individual, other parties or the public;
- Where non-disclosure of information could compromise the CSEAS;
- Where the CSEAS becomes aware of a possible breach in criminal law;
- Where there is a statutory responsibility to report;

- Where required by a court or legal process to do so.

EAOs must report matters where there is a legal obligation to do so.

Where a staff member is referred by HR, Line Management or CMO, confirmation of attendance/engagement will be made available to the referring party. Proposed feedback will be agreed with the client in advance. Where an individual chooses not to avail of the CSEAS, this will be relayed to HR, Line Management or the CMO as appropriate.

#### **User Complaints**

Users who feel dissatisfied with some aspect of dealings with the CSEAS may bring this to our attention in order that the matter can be resolved.

All complaints will be dealt with promptly, fairly and impartially. Please refer to our [Customer Complaints Procedure](#) for further information.

#### **Feedback**

We regard feedback as key to maintaining and improving service delivery. CSEAS staff are delighted to receive feedback during their general day-to-day contact with service users.

We will be inviting feedback, in due course, through surveys and satisfaction questionnaires.

#### **How to contact us**

The CSEAS Head Office is located in St. Stephen's Green House, Earlsfort Terrace, Dublin 2

**Tel 0761 000 030**

**Email [cseas@per.gov.ie](mailto:cseas@per.gov.ie)**

Our regional locations and other information on the CSEAS can be found on our website [www.cseas.per.gov.ie](http://www.cseas.per.gov.ie)