

# Customer charter

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## Our service standards



# Who we are and what we do

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## Who are we?

The Charity Commission for Northern Ireland was established by Royal Assent in June 2009 to deliver the legislative requirements of the Charities Act (Northern Ireland) 2008. The Charities Act sets out what organisations must do to become charities, what obligations charities have to us, and details our powers and responsibilities.

## What do we do?

We are responsible for granting charitable status, maintaining a public register of charities (once registration has commenced), investigating alleged misconduct or wrong-doing within charities, and facilitating and monitoring

compliance with the Charities Act. We aim to promote:

- Public trust and confidence in charities;
- Charitable public benefit;
- Trustee compliance to their legal obligations;
- The effective use of charitable resources;
- The accountability of charities to donors, beneficiaries and the public.

## Who do we work with?

We work with the general public, with charities, and also a wide range of public bodies and other regulators.



# Our service standards

We aim to provide the highest possible standards and quality of service to all of our customers and stakeholders. We welcome feedback on our approach and are committed to continuous improvement.

In addition, all processes have their own standards for service and turnaround, in addition to the Commission's broad service standards set out below. These can be found in the guidance documents published on our website which are listed in this document at [Appendix 1](#).

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## On the phone we will:

- Answer efficiently within 4 rings;
- Identify ourselves by name and Charity Commission for Northern Ireland;
- Be professional and polite;
- Take an accurate message if the person you are trying to reach is unavailable;
- Direct you to the right person;
- Answer your query immediately or advise you of a timeline for answering more complex matters;
- Provide an answer phone option if we are not available;
- Listen to you.

## When you write to us we will:

- Respond to you within 5 working days;
- Provide clear and relevant information;
- Advise you regularly of any delays in responding to your query and provide a reason;
- Respond to requests for information in accordance with the Freedom of Information and Data Protection Acts;
- Enter your letter into our postal log and keep a record of your correspondence.

## When you visit us we will:

- Welcome you and make sure you are comfortable;
- Be punctual, polite and professional;
- Take account of your communication and accessibility needs.

## If you are unhappy with our service we will:

- Provide an effective complaints process and guidance;
- Respond to your complaint in full within 10 working days;
- Advise you of any delays in responding to your complaint and provide a reason;
- Take account of and learn from your feedback;
- Be transparent, open and honest.

## When we make a decision we will:

- Advise you of our reasoning;
- Provide you with information on our complaints and appeal processes;
- Process information effectively, efficiently and consistently;
- Communicate clearly and timely;
- Be transparent, open and honest;
- Signpost you to another body if appropriate.

## When we issue guidance we will:

- Ensure it is clear, reliable, relevant and up-to-date;
- Take account of your communication and accessibility needs;
- Ensure it is accessible to you taking your needs into account;
- Ask for your views and listen to them.

## Customers with particular needs

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We have installed induction loops in our office and a TextPhone facility is available if you wish to contact us using that particular method. All of our guidance is available on our website which is text reader compatible and can be printed in large text. We can make our guidance available in alternative formats on request e.g. Braille, other languages.

Please contact us if you have any special requirements. Our contact details are listed at the end of this document.



# Talking to you

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## Feedback

It is important that we receive comments and feedback from all of our customers and stakeholders.

This will help us to improve the service we provide to you, and ensure that we are responsive to your needs.

We will carry out regular surveys to gauge your satisfaction with the service we have provided to you, and in addition your comments are welcome at any time by contacting us individually.

## Complaints

We are committed to providing you with the best service we can. If you want to complain we will ensure that your complaint is treated seriously and fairly

You can do this in writing or by telephone.

We aim to respond fully to your complaint within 10 working days, and will investigate all complaints thoroughly.

Further details can be obtained on our website:

[http://www.charitycommissionni.org.uk/About\\_us/Complaining/Complaint\\_about\\_our\\_service\\_index.aspx](http://www.charitycommissionni.org.uk/About_us/Complaining/Complaint_about_our_service_index.aspx)







## What we expect from you

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- Please provide us with any information we request from you, within the time specified;
- Please be realistic when you apply to or make a request of us, we are a small team and will make every effort to deal with your application or request as quickly and efficiently as possible;
- Please afford our staff the same level of courtesy that you expect from us;
- Please be professional, honest and open with us at all times;
- Please provide us with feedback which may help us to improve the service which we provide.

# Contacting us

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## Email

The best way to contact us is by email via:  
[admin@charitycommissionni.org.uk](mailto:admin@charitycommissionni.org.uk)

## Telephone

If you need to speak to someone over the phone you can call us on 028 3832 0220 or TextPhone on 028 3834 7639 Monday to Friday, 9am to 5pm, except public holidays.

## Post

Email is the easiest, cheapest and quickest way for you to contact us. We ask you if at all possible not to write to the Commission,

but to email us instead. If you are unable to use email you can write to us at the following address:

Charity Commission for Northern Ireland  
257 Lough Road  
Lurgan  
Craigavon  
BT66 6NQ

Tel: 028 3832 0220

Fax: 028 3834 5943

TextPhone: 028 3834 7639



## **Appendix 1:**

[CCNI EG018 Authorising transactions guidance](#)

[Making a complaint about our services guidance](#)

[Access to information](#)