



Department for

Infrastructure

An Roinn

Bonneagair

www.infrastructure-ni.gov.uk



Department for Infrastructure

Customer Charter

This Customer Charter has been developed so that you, the customer, know what standard of service you can expect from the Department for Infrastructure (DfI).

We are committed to meeting the needs of all our customers.

What we do

The Department's principal responsibilities include regional strategic planning, planning policy and legislation; transport strategy and sustainable transport policy; public transport policy and performance; management of public roads; road safety, vehicle and driver testing, driver licensing and enforcement; watercourse and coastal flooding; policy on water, sewerage services and drainage.

Standard of Service

We place high importance on the provision of quality services to our customers. When you contact us you can expect our staff to:

- **Give you their name;**
- **Be polite;**
- **Listen to you;**
- **Be as helpful as possible;**
- **Treat you with courtesy and respect; and**
- **Be clear and avoid the use of jargon.**

If any of our staff have reason to attend your property, where possible they will endeavour to contact you in advance of their visit to arrange a mutually convenient time. Please note our staff will carry appropriate identification at all times.

For full details on all our functions please visit www.infrastructure-ni.gov.uk



Interacting with Dfl:

NI Direct

NI Direct is the official government website for Northern Ireland citizens. NI Direct's aim is to facilitate easier access to government information and services, by bringing together a wide range of information from government departments.

Through NI Direct you can directly access our services, for example:

- Booking your driving test or MOT test;
- Reporting problems with roads and streets.

You can visit NI Direct on www.nidirect.gov.uk

Telephone

When you contact the Department by telephone we will:

- Answer all telephone calls promptly;
- Respond to all telephone calls in a courteous and professional manner; and
- Aim to respond to all verbal queries by the end of the next working day.

Telephone:

028 9054 0540

(Text relay prefix 18001)

Letter or email

When you contact us in writing – by letter or email – we will:

- Acknowledge all written communication within three working days;
- Endeavour to reply to written enquiries within 15 working days, and where a fuller investigation is required, we will let you know the likely duration, keep you informed of progress and respond as soon as possible;
- Respond to all information requested under the Freedom of Information Act (FOI) 2000 or Environmental Information Regulations (EIR) 2004 within 20 working days of receipt; and
- Respond to all Subject Access Requests under the Data Protection Act within 40 calendar days.

Email:

dcu@infrastructure-ni.gov.uk

Address:

Departmental Coordination

Unit

Room 715

Clarence Court

10-18 Adelaide Street

Belfast BT2 8GB

Specific contacts

- For specific contacts within the Department, please visit the contacts section of the Dfl website:
www.infrastructure-ni.gov.uk/contact

Human Rights

- Ensuring compliance with the Human Rights Act 1998, Equality Obligations of the Northern Ireland Act 1998 (as set out in the Department's Equality Scheme), and the Disability Discrimination Act (DDA) 1995, is an integral part of our work ethos and plays an important role in our service to the general public.

We value your feedback

If things go well, please let us know. If things go wrong, you can make a formal complaint by writing to us (see previous page for contact details).

We will look at your complaint in a positive way and deal with it as quickly as possible.

In responding to and resolving complaints we aim to:

- Be fair, open, clear, and give accurate information in all explanations;
- Take appropriate responsibility and apologise when things go wrong; and
- Seek appropriate remedies to fix things and prevent reoccurrence.

This document is available in a range of formats on request and you should contact us with your requirements.

More information on how to make a complaint can be found at www.infrastructure-ni.gov.uk/dfi-complaints-procedure

