



# Customer Services Charter

Version 2.0, February 2023

## 1. The Institute

The Economic and Social Research Institute (ESRI) produces independent, high-quality research with the objective of informing policies that support a healthy economy and promote social progress. Ireland is currently facing many challenges on both fronts. Progress requires policies that are grounded in evidence and therefore likely to act as effective solutions to complex policy challenges. At the Institute, we believe that knowledge and facts are the most powerful problem-solving tools for policymakers.

Our primary objective is to provide policymakers with robust, objective evidence that can translate into effective policy solutions.

## 2. Our Customers

The customers of the ESRI include the general public, individual members, researchers, research participants, academics, policy makers, government departments, public bodies, NGOs, third level institutions, private companies, charities, embassies, schools, rating agencies, the media, the European Commission, international organisations.

## 3. Our Service Commitment

We are committed to excellence in all our activities and in this regard

- We will foster a quality research environment and will implement an ongoing system of independent external academic reviews to ensure that we sustain world-class standards in our research.
- The results of our research will be presented in the public domain as soon as possible after results become available.
- We will consult with clients in relation to the development, delivery and review of our services.
- Recruitment will be widely advertised and the process of selection will ensure that applications are dealt with in a prompt, fair and transparent manner.

- We will provide our Research Visitors and Associates with the necessary facilities and helpful support services during their stay.
- We will ensure that our staff provide a prompt, professional and courteous service to customers. Where queries cannot be dealt with immediately, these will be followed up and replied to promptly. We ensure that our staff members contact details are accessible via our website.
- We will promote an awareness of the work of the Institute and will provide up-to-date information on our programmes and activities on our website and social media.
- We will seek to ensure that our premises and facilities are, as far as possible, accessible to people with special needs.
- Our staff are our most important resource and we recognise them as internal customers.
- We are committed to providing a supportive employment environment for staff where their input into decision making is sought and respected.
- We will ensure that our website is easy to navigate with updated information on our programme and activities and that it complies with disability access requirements.
- The Institute will ensure for all staff, customers and job applicants the right to equal treatment and will promote equality, diversity, and inclusion initiatives in line with relevant equality and human rights legislation.

#### 4. Consultation with Customers

We will interact with our customers to determine their needs and we will review the delivery of our services to meet those needs.

#### 5. Complaints

Complaints in relation to any aspect of our services should be addressed to:

The Secretary,  
 The Economic and Social Research Institute,  
 Whitaker Square,  
 Sir John Rogerson's Quay,  
 Dublin 2,  
 Ireland.  
[admin@esri.ie](mailto:admin@esri.ie)

#### 6. Version History

| Version Number    | Date          | Approved by          |
|-------------------|---------------|----------------------|
| Version 2.0       | February 2023 | Management Committee |
| Draft Version 0.1 | December 2020 | Management Committee |