

Engineers Ireland is committed to continuous improvement. We have a Customer Charter & Complaints Procedure which includes clear standards so that you know what you can expect from us.

What we do

At Engineers Ireland, our aim is to promote engineers, engineering and the profession while responding to the changing needs of our customers. More about what we do > www.engineersireland.ie/about-us/what-we-do/

Our commitment to you

We are totally committed to meeting the needs of our customers in a highly professional, helpful and friendly manner.

Our Customers

We have many customers (e.g. Government, employers, colleges and schools etc.) but as a membership body we recognise the unique importance of every one of our individual members.

Our Customer Service Standards

Contact standards

We will: be polite and friendly, communicating in an open, honest and clear way.

Our face-to-face standards

We will: attend to you promptly at our office where an appointment has been mutually agreed in advance.

We will: ensure you can identify us through our Engineers Ireland staff member badge.

Our telephone standards

We will: answer the phone promptly, stating our name clearly.

We will: transfer you no more than once when handling a call coming through from reception. If this is not possible we will take your name and full contact details and revert back to you with the information you required.

We will: respond within 2 working days to voicemails received.

Our written standards

We will: acknowledge all written correspondence requiring a response, including e-mails, within 3 working days.

We will: provide a response, including contact details, to all written correspondence, where required, within 10 working days.

Your feedback and suggestions

We welcome all ideas and comments. Please provide your full contact details on all correspondence.

If you have a complaint about our service*

While we will always strive to do our best, we recognise that there will be occasions where we fail, in spite of our best efforts. We welcome complaints as they allow us to learn and to do better. If you have a complaint please let us know in writing to info@engineersireland.ie marked 'Complaint'.

We will ensure that:

- the complaint is recorded and a written acknowledgement is sent to you within 3 working days.
- a full reply will be issued within 10 working days.
- the complaint is dealt with swiftly by the most appropriate person. If you feel the matter has not been dealt with satisfactorily, you will be able to pursue the complaint with the relevant Director, including our Director General.

Engineers Ireland Contact Details

www.engineersireland.ie/about-us/contact/

Reception +353 1 665 1300

info@engineersireland.ie

Membership Hotline +353 1 665 1334

membership@engineersireland.ie

Our website is

www.engineersireland.ie

Our postal address is

Engineers Ireland, 22 Clyde Road, Ballsbridge, Dublin 4, Ireland.

Please note our office hours are 9am to 1pm and 2pm to 5pm, Monday to Friday, excluding Bank Holidays etc.

*There is a separate complaints process regarding conduct of a member of Engineers Ireland.
See <http://www.engineersireland.ie/about-us/governance/guidelinesformakingacomplaint/>