Dyslexia Ireland

POLICY COVERSHEET

This policy does not form part of the employment contract. Dyslexia Ireland may amend this policy from time to time at its sole discretion. Dyslexia Ireland may also vary the policy, as appropriate in any case.

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Customer Charter

Our Commitment to You

Dyslexia Ireland is a registered charity (RCN 20025335) dedicated to supporting individuals affected by dyslexia and dyscalculia. We provide information, offer tailored support services, engage in advocacy campaigns, and promote awareness of dyslexia and dyscalculia in Ireland. This Customer Charter sets out the standards of service you can expect from us, the principles that guide our work, and how we can work together to continually improve our services.

Our Values

At Dyslexia Ireland, we are guided by the following values in all aspects of our work:

- **Empowerment of people affected by dyslexia** - We believe in empowering individuals and families affected by dyslexia.
- **Guided by the lived experience of the individual** - We recognise the importance of each person's unique journey with dyslexia.
- **Respect for the well-being of all individuals with dyslexia** - We prioritise the respect and well-being of individuals who are accessing our services.
- **Equity of access to services** - We promote equal access to our services for all regardless of background or experiences.
- **Evidence-based and innovative practices** - We embrace evidence-based and innovative practices in our work.
- **Quality, integrity, and leadership** – We uphold high standards of quality, integrity, and leadership when working with all our stakeholders.
- **Volunteerism** - We appreciate the contributions of volunteers who support us with our work.
- **Transparency and accountability** – We are transparent and accountable to the public in all of our operations as a charity.
- **Collaboration and partnership** - We believe in collaboration and partnerships with our stakeholders to achieve success.

Our Service Standards

When you engage with Dyslexia Ireland, you can expect that we will:

- Provide accurate, up-to-date and evidence-informed information and guidance in a variety of formats.
- Deliver services in a timely, reliable and responsive manner.
- Communicate clearly, respectfully and in plain language.
- Listen to your needs and take them seriously.

- Advocate on behalf of our members' identified needs.
- Protect your privacy and handle your personal information confidentially, in line with data protection legislation.
- Make reasonable efforts to ensure our services are accessible to all.
- Respond to enquiries, feedback or complaints promptly and fairly.
- Support our staff and volunteers to provide the best customer service experience.
- Operate to the highest standards of governance, accountability and transparency.

How You Can Help Us Improve Our Services

We believe that the best services are developed in partnership with those who use them. You can help us improve by:

- **Providing Feedback** – Sharing your experiences, suggestions and ideas about our services.
- **Reporting Issues** – Letting us know as soon as possible if something is not working or if you experience any difficulties.
- **Taking Part in Evaluations** – Participating in surveys, consultations or service evaluations when invited.
- **Engaging Openly** – Being fair, honest and clear in your dealings with us so we can support you effectively.

Your feedback is valuable and helps us to learn, adapt and enhance the support we provide.

Mutual Respect

We are committed to providing a safe and supportive environment for everyone. We kindly ask that all clients, service users and members of the public:

- Treat our staff, volunteers and other service users with courtesy, dignity and respect.
- Communicate in a constructive and respectful manner.
- Be fair and honest in your dealings with us.
- Respect boundaries and understand that our staff work within professional and organisational policies.

Comments, Complaints and Compliments

If you would like to provide feedback, raise a concern, or make a complaint, we encourage you to contact us. We will:

- Acknowledge your feedback in a timely manner.
- Use feedback to improve our services.
- Take any concerns raised seriously and investigate them fairly.
- Investigate and respond to formal complaints in line with our Complaints Policy.

- Keep you informed of the outcome where appropriate.

Our Ongoing Commitment

This Customer Charter reflects Dyslexia Ireland's commitment to high-quality, person-centred services. We review our standards regularly to ensure they remain relevant and effective.

Thank you for working with us and for supporting our mission.