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The Register of Electrical Contractors of Ireland

Customer Charter

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Introduction

Safe Electric has been appointed by the Commission for Energy Regulation (now CRU – Commission for Regulation of Utilities) to carry out the function of regulating electrical contractors with respect to safety on its behalf. The objective of the system is to protect the safety interest of customers with respect to electrical installation activities through a regulatory system which provides for electrical works to be carried out, tested and certified in compliance with the appropriate technical rules/standards

Our Mission

By regulating the electrical contractors, we want to improve the safety of electrical installations and reduce the number of accidents caused by unsafe installations.

Our Values

We attached great importance in providing a professional, efficient and cost effective service to both electrical contractors and consumers. Politeness, helpfulness and integrity are key values required from our staff.

Our Commitments

- **Visiting Us**

Visitors to Safe Electric's office will feel welcome and will be looked after in the best polite and efficient manner.

Our helpful and qualified staff will be pleased to advise visitors on Safe Electric's regulatory regime and its requirements.

- We respect the needs of privacy whenever required for personal or business reasons.

- **Contacting Us**

- **Phone**

- All callers are directed to the correct number of staff / section
- All staff identify themselves when answering the telephone
- Response by staff to a voicemail is within 1 working day
- Voicemail messages are updated as appropriate to indicate staff availability

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- **Letters / Faxes**

- All correspondence is acknowledged within 3 working days of receipt
- Full response to all correspondence is within 15 days of receipt, or where not possible, an interim reply is given explaining the position and advising when a substantive response will be issued.

- **Emails**

- All emails requiring a response are acknowledged within 1 working day of receipt.
- Full response to all such emails is within 15 days of receipt or, where this is not possible, an interim reply is given explaining the position and advising when a substantive response will be issued.
- Use of automated responses by all staff when out of office

- **Website and Publication**

We will provide a user-friendly and informative website.

We will ensure that our publications are clear and concise, respond to people's needs and are available on our website.

- **Diversity & Equality**

We respect the principles of equality and the diversity of our customers, in the delivery of our services.

- **Complaints / Appeal Procedure**

The complaint procedure is outlined on our web site (www.safeelectric.ie). The completed complaint form is to be sent to the Quality Manager and when received, it will be logged, acknowledged and dealt with in the most efficient and fair way.

- **Evaluation of our Commitments**

We have defined criteria to evaluate our performance against each of our commitments and will regularly seek feedback on the quality of the services we provide. We will report periodically on our performance against each of these criteria to the Management Committee.

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- **How to contact us:**

Address: Register of Electrical Contractors of Ireland
Unit 9, KCR Industrial Estate,
Ravensdale Park,
Kimmage,
Dublin 12

Telephone: 01-4929966 (office hours: 8.30 am to 5 pm, Mon-Fri)

Fax: 01-4929983

Email: info@reci.ie

Web: www.safeelectric.ie

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