

# CorkBIC Customer Charter



## OUR MISSION

CorkBIC supports innovative start-ups and growth oriented SMEs in the South West Region. We promote and support entrepreneurship, foster business start-ups and develop existing micro and small businesses to drive job creation and to provide accessible high quality supports for your business ideas.

## WHAT IS A CUSTOMER SERVICE CHARTER

This Customer Service Charter is a commitment to the quality of our service delivery to you and sets out what CorkBIC will do for you, how we propose to do it, and in what time scale.

**CorkBIC is committed to continuously monitoring and improving the quality of our service delivery to you.**

## SERVICES AVAILABLE FROM CORKBIC :

- Providing a primary contact point for start-ups and entrepreneurs in the South West Region – Cork and Kerry.
- Working with entrepreneurs, promoters, businesses and other relevant stakeholders in the region to foster entrepreneurship.
- Delivering mentoring and business development advice and guidance to entrepreneurs and businesses.
- Developing a progression pathway to Enterprise Ireland's High Potential Start Up (HPSU) and Established Industry Departments.
- Working to create and maintain client centred business networks.
- **CorkBIC is committed to providing the highest levels of customer service as embodied in our Customer Service Charter and in line with the principles of quality customer service as adopted by all Government Departments and Public Service Bodies.**

## WHAT TO EXPECT FROM YOUR BIC

We will endeavour to ensure that our staff:

- Have the relevant knowledge and experience, responsibility and authority, to deal with your enquiries or refer you to someone who can.
- Deliver our services in a friendly and inclusive manner.
- Treat you with courtesy and professionalism.
- Give you clear, accurate and helpful information.
- Deal with your requests, enquiries and concerns promptly.
- Treat all customers equally and without discrimination.
- Maintain confidentiality at all times.
- Continually explore new and better ways of delivering our service.

**Where CorkBIC cannot deal with your enquiry it will provide a referral service to the appropriate agency.**

## ACCESSIBILITY

- CorkBIC will ensure that our offices, facilities and resources are fully accessible in line with the Disability Act 2005.
- **Any queries in relation to accessibility should be directed to the CEO/ Chair of CorkBIC.**

## EQUALITY

In our dealings with customers we will ensure the rights to equal treatment established by equality legislation are upheld. South East BIC does not discriminate on the grounds of age, disability, gender, family status, race, religious belief, sexual orientation and membership of the traveller community.

## COMMUNICATIONS

CorkBIC will deal with your enquiry promptly and in a helpful, courteous and responsive manner.

- We will identify ourselves by name on answering the phone.
- Where a client seeks to meet a BIC staff member as far as is practicable this will be facilitated within 5 working days.
- All written communications from clients will be acknowledged within 5 working days of receipt.
- All emails received will be acknowledged within 48 hours of receipt.
- All telephone enquiries will be responded to within 2 working days. A mailbox recording facility will be in operation at all times.
- Written communications from the BIC will contain the name and contact details of the staff member dealing with your query/issue.

**CorkBIC is committed to providing quality client services. To ensure that our clients are satisfied with our service delivery standard we commit to undertaking regular reviews.**

## HOW YOU CAN HELP US

You can help us by:

- Treating our staff courteously.
- Providing feedback to enable us to improve our service.
- Providing accurate information in your dealings with us.
- Being punctual, prompt and professional.



## CONFIDENTIALITY

All information, both personal and business, provided by you, will be dealt with in total confidence and in a manner that respects your dignity.

## HOW TO MAKE A COMPLAINT

Our staff are dedicated to providing a professional service and getting things right first time. Despite our best endeavours we recognise that things may not always meet customer expectations. We have a standard procedure in place to ensure that we investigate your complaint fully and fairly.

- Some complaints can be dealt with immediately. Where this is not possible we will acknowledge your complaint in writing or by telephone to confirm that we have understood your concerns correctly.
- We will investigate your complaint and respond within 5 working days of receipt. We will also inform you of any actions and endeavour to try satisfying your complaint.
- **If you are not satisfied with this response you may raise your concerns at a more senior level by writing formally to the CEO or Chairman of CorkBIC.**

## CONTACT DETAILS

CorkBIC  
Cork Business & Innovation Centre  
NSC Campus  
Mahon  
Cork

Tel: +353 (0)21 2307005  
Email: [info@corkbic.com](mailto:info@corkbic.com)