



Coimisiún
na Meán

Customer Service Charter - Action Plan

June 2025



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1. Introduction

Coimisiún na Meán (“An Coimisiún”) has been established further to the provisions of the Online Safety and Media Regulation Act 2022 (“OSMR Act 2022”). The OSMR Act 2022 was enacted on 10 December 2022. The OSMR Act 2022 amended the Broadcasting Act 2009 to establish Coimisiún na Meán and dissolve the Broadcasting Authority of Ireland (“BAI”).

In addition to undertaking the functions of the BAI as the regulator for broadcasting in Ireland, An Coimisiún is to establish a regulatory framework for online safety, update the regulation of television broadcasting and audiovisual on-demand services, and transpose the revised Audiovisual Media Services Directive into Irish law.

Our organisation’s core responsibilities are to:

- Oversee the regulation of broadcasting and video-on-demand services.
- Develop and enforce the Irish regulatory regime for online safety.
- Oversee the funding of and support the development of the wider media sector in Ireland.

As a public sector organisation, An Coimisiún is committed to providing a quality service to citizens and aims to do so by implementing this Customer Service Action Plan (“Action Plan”). This Action Plan sets out the standards of service which you can expect to receive from us, both as a member of the public and as a staff member of Coimisiún na Meán. This Action Plan lays out our commitments under each heading and how we will evaluate and consult on the achievement of those commitments. The accompanying Customer Service Charter specifically relates to how we interact with you, and our conduct during those interactions.

2. Our customers

a. External Customers

External customers of An Coimisiún include:

- Members of the public,
- Members of the Oireachtas and other public representatives,
- Other public bodies, Government Departments and European institutions, and
- A range of stakeholders from outside the Public Service including, trade unions, employers and representative bodies.

What External Customers can expect from us:

- Regardless of the method of contact, An Coimisiún aims to provide a professional and courteous response to all communications. We are committed to providing members of the public with a high standard of service.
- We provide our services in accordance with the twelve Principles of Quality Customer Service for Customers and Clients of the Public Service, further details are set out below.

Please note that staff of An Coimisiún are not obliged to deal with people who are offensive or abusive towards them or who obstruct the process. In the event that a person demonstrates this type of behaviour, our staff have been instructed to end the phone call or not to respond to the correspondence.

b. Internal Customers

An Coimisiún will ensure that staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

An Coimisiún is growing and evolving at a rapid rate of change, and appropriate support and consultation with staff is important.

What Internal Customers can expect from us:

- We will implement internal communications channels.
- We will provide the leadership, at all levels across the organisation, to motivate staff and provide clear direction, inspiration and support in ensuring continuous improvement in the services we deliver.
- We will provide necessary induction, support, training and upskilling to empower staff to carry out their roles.
- We will maintain an effective Performance Management and Development System.

3. Our Commitments to the Guiding Principles

An Coimisiún is committed to providing the highest level of service in accordance with the 12 Guiding Principles of Quality Customer Service. These are the Guiding Principles set out by the Department of Public Expenditure, NDP Delivery and Reform under the Quality Customer Service Initiative (QCSI).

Principle	Commitment
1. Quality Customer Service Standards	
Publish a statement that outlines the nature and quality of service which customers can expect, and display it prominently at the point of service delivery.	We are committed to providing all members of the public with a high standard of service. This Charter, and the Customer Service Action Plan, sets out the standards of service we aim to provide. We will display this Charter in our office entrance and on our website.
2. Equality/Diversity	
Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status,	We are committed to providing a service to all members of the public that upholds their rights to equal treatment established by equality legislation. We will aim to ensure that our services and facilities are accessible to all members of the public.

family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community). Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.	
3. Physical Access	
Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.	<ul style="list-style-type: none"> • We are committed to providing a clean, accessible public office that ensures privacy, complies with occupational and safety standards and, as part of this, facilitates access for people with disabilities. • We will make every effort to ensure that members of the public with disabilities are catered for in all our service delivery. • Queries relating to disability or access issues should be directed to the Access Office accessoffice@cnam.ie. • Health and Safety legislation will be complied with.
4. Information	
Take a proactive approach in providing information that is clear, timely and accurate, is available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows the guidelines on web publication. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.	<ul style="list-style-type: none"> • We are committed to continuing to make sure that all our publications are clear, accurate and available in electronic or printed format and meet the requirements of people with disabilities. When answering queries, we will give accurate information in a timely fashion, using clear and simple language. We have a website https://www.cnam.ie/ which we keep as up to date as possible. • We will ensure that our website conforms to web accessibility guidelines.
5. Timeliness and Courtesy	
Deliver quality services with courtesy, sensitivity and with the minimum of delay, fostering a climate of mutual respect between provider and customer.	<ul style="list-style-type: none"> • We will ensure that all members of the public are treated with courtesy and that all enquiries are dealt with promptly and efficiently. • We will ensure that all staff provide



	<p>their section when answering telephone calls.</p> <ul style="list-style-type: none"> • We will ensure that voicemail is activated when necessary and that voicemail messages are responded to. • We will ensure that contact details are provided on all written or email communications. • We will ensure that out of office emails are on and provide an alternative email to contact.
6. Customer Service Complaints	
Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.	<ul style="list-style-type: none"> • We commit to dealing with issues of customer dissatisfaction with quality of service in an objective, consistent, open and fair manner. You have a right to complain if the standard of service we provide is not up to the standard set out in this Charter and Action Plan. • We have a clear customer complaints procedure in place (Section 5) and this is available at reception and on our website. • We will ensure that all complaints are acknowledged within 5 working days of receipt and are treated promptly, fairly, impartially and in confidence. • We will ensure that complaints are investigated and a reply issued within 20 working days.
7. Appeals	
Similarly, maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.	<ul style="list-style-type: none"> • Details of how to appeal decisions are set out in our customer complaints procedure (Section 5). • The number of appeals during any year will be recorded and published in our Annual Report.
8. Consultation and Evaluation	
Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development,	<ul style="list-style-type: none"> • We are committed to engaging with our stakeholders, and taking account of their views and input in the way that we carry out our work.



delivery and review of services. Ensure meaningful evaluation of service delivery.	<p>We welcome your comments and suggestions on this Action Plan and on how we can improve our service in the future.</p> <ul style="list-style-type: none"> • Details of any matters arising in relation to the operation of our Customer Service Charter will be published in our Annual Report.
9. Choice	
Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.	Members of the public can contact An Coimisiún by telephone; by email; through forms on our website; in writing and through social media. The details of these can be found in Section 5 of this document.
10. Official Languages Equality	
Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.	<ul style="list-style-type: none"> • We will publish our Irish Language Scheme. • We will encourage staff to participate in Irish Language courses. • We will publish selected documents (as set out in our Irish Language Scheme) in both Irish and English. • We will endeavour to have staff available to deal with any queries in Irish. • We will ensure that out of office replies will be in Irish and English. • We will meet our other commitments under the Official Languages Acts 2003/2021.
11. Better Coordination	
Foster a more coordinated and integrated approach to delivery of public services.	As part of the ongoing development of An Coimisiún as an organisation it will strive to foster efficient delivery of its statutory remit through consideration of coordinated and integrated approaches.
12. Internal Customers	
Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.	We will provide the same level of service internally to our colleagues as we do to members of the public.

4. Levels of Service

Customers with disabilities

- We will make every effort to ensure that members of the public with disabilities are catered for in all our service delivery.
- Queries relating to disability or access issues should be directed to the Access Office accessoffice@cnam.ie.

Suppliers

- We will operate clear, impartial and transparent tendering and purchasing procedures in accordance with Public Procurement Guidelines.
- We will ensure that payments to suppliers are made in accordance with Prompt Payment legislation and regulations.

Service through Irish

- We will fulfil our obligations under the Official Languages Act. Any correspondence received in Irish will be responded to in Irish. Key strategic documents will also be published in Irish.

5. Customer Complaints Procedure

Complaints under this section relate only to customer service matters. Decisions made under other statutory complaints mechanism will not be dealt with via the Customer Charter complaints procedure. If you wish to make an online platform or broadcasting/video on-demand complaint, please visit An Coimisiún website www.cnam.ie for more information or contact usersupport@cnam.ie or (01) 963 7755.

How to make a customer complaint?

Customer complaints are a positive opportunity to improve our services. If you are not satisfied with our services, you can make a complaint, please use the Complaint Form at the end of this document (Appendix A) or contact usersupport@cnam.ie for a Complaint Form.

When we get a complaint, we;

- Send it to the most relevant Team that should deal with it.
- Designate a member of staff to deal with the complaint.
- Log the complaint and our response.



Your customer service complaint will be acknowledged within 10 working days of receipt. A full or interim reply will issue within 30 working days, with a full decision issuing no later than 90 working days after your complaint has been received.

If your complaint is upheld or if we have made a mistake, we will correct it as quickly as possible and offer you an explanation or an apology or both, as appropriate.

If a complaint is deemed to be frivolous, vexatious or not made in good faith it will not be accepted by An Coimisiún as a customer service complaint, you will be notified of this in writing.

Request for Review

We commit to maintaining a formalised, transparent and easy to use system of review for members of the public who are dissatisfied with decisions in respect of a complaint about our service.

If you are unhappy with the decision on your customer complaint you can request a review of the decision by emailing usersupport@cnam.ie.

When we receive a request for a review, we:

- Designate it to a separate member of staff not involved in the initial complaint, and
- Log the request for a review and our response.

Your request for review will be acknowledged within 10 working days of receipt. A full or interim reply will issue within 30 working days, with a full decision issuing no later than 90 working days after your complaint has been received.

If your review is upheld or if we have made a mistake, we will correct it as quickly as possible and offer you an explanation or an apology, as appropriate. This appeal is the final decision on complaints and the complaint will be closed once the appeal decision has been issued.



6. Appendix A – Customer Service Charter Complaint Form

Customer Service Complaint Form

Name:	
Address:	
Email:	
Phone:	
Description of Complaint:	
<i>Note—in describing your complaint, please provide a full description of the nature of your complaint and how you think it might be resolved, please use additional pages as necessary and sign each additional page)</i>	

Signed: _____

Date: _____

Please return your completed form to Coimisiún na Meán, 1 Shelbourne Buildings, Shelbourne Road, Dublin 4, D04 NP20 or usersupport@cnam.ie



**Coimisiún
na Meán**

7. Appendix B - How to Contact Us

Main Contacts

Contact Centre: + 353 1 963 7755 | usersupport@cnam.ie
Monday – Friday, 8am – 6pm

Website: <https://www.cnam.ie/>

Other contacts

FOI Unit: FOI@cnam.ie
Data Protection Officer: dpo@cnam.ie
Broadcasting/VOD Complaints: usersupport@cnam.ie
Online Safety Framework: usersupport@cnam.ie
Access Officer¹: accessoffice@cnam.ie

¹ Pursuant to Part 3, Section 26(2) of the Disability Act 2005, An Coimisiún is required to appoint an Access Officer to provide or arrange for and co-ordinate the provision of assistance and guidance to persons with disabilities in accessing its services. As An Coimisiún has not yet appointed an Access Officer, this email address is monitored by An Coimisiún's Governance who team who will as appropriate address or redirect any queries.