



Bord Altranais agus  
Cnáimhseachais na hÉireann  
Nursing and Midwifery  
Board of Ireland

**NURSING** and  
**MIDWIFERY**  
Board of IRELAND

**Customer  
Charter**



## Introduction

Our Customer Charter outlines the level of service we aim to provide to our customers. We aim to provide high quality, timely, efficient and courteous customer service, always treating customers equally. All complaints corporate or otherwise will always be treated confidentially and sensitively.

We aim to action our Customer Service Charter within the framework of the Twelve Principals of Quality Customer Service, as outlined in our Customer Service Action Plan 2020-2022.

## Our Role

NMBI is the professional, statutory organisation that regulates the professions of nursing and midwifery in Ireland. Protecting patients and other members of the public is at the heart of what we do. We are committed to fulfilling this objective by supporting registered nurses and midwives in their provision of the highest standard of patient care.

## Our Customers

In our role as regulator of the nursing and midwifery professions, we deal with a wide range of customers including the general public, nurses and midwives, employers and students, health care professionals, educators, researchers, professional representative bodies and unions as well as staff from other regulators and public sector bodies. The term 'customer' is used throughout our Charter and Action Plan to refer to all of these groups.

## Our Commitment to You

High quality customer service is important to us. This Charter summarises the standards you are entitled to expect from us. Our standards focus on accessibility, effectiveness and efficiency.

### **Specifically, we aim to provide you with:**

- polite and efficient customer service
- clear, easy to understand information about our processes, and
- answers to questions and timely responses to complaints.

**In addition to this, we will provide nurses and midwives with the:**

- support to either renew their registration or to complete their application
- support to join the Candidate Register and the Register of Nurses and Midwives in Ireland for the first time
- information and guidance on the Nurses and Midwives Act 2011 and any other legislation which may be relevant to their registration or practice, and
- guidance if they are subject to a complaint and or inquiry.

## Our Communication with You

Whether you telephone, write or email, we will deal with your enquiry efficiently and promptly and treat you with courtesy and respect.

- Calls will be answered promptly and every effort will be made to answer your enquiry or redirect your call.
- Correspondence will be acknowledged within three working days. We would expect to get a final reply to you within 15 working days\* but if this is not possible an interim reply will issue before this timeline expires.
- Replies will be clear, in Plain English and free of technical terms as much as possible.
- Our staff will provide you with their name and contact details on all calls and correspondence as appropriate.
- If your enquiry relates to something outside our remit we will make every effort to inform you of the most appropriate body to deal with your enquiry.
- The NMBI website is designed to provide information. It is also a mechanism to facilitate nurses and midwives in the payment of their annual registration fee.
- We work to ensure that all our publications, which are available on our website, are clear and meet our customer needs.
- Our staff or our internal customers are our biggest asset and are the key to the delivery of quality customer care. We aim to support and consult with our staff regarding service delivery on a regular basis.

*\*Please note that this timeline refers to our corporate customer service. For information on the fitness to practise process please refer to our [website](#).*

## Languages

We aim to meet our commitments under the Official Languages Act which includes accommodating those who wish to deal with us in Irish.

## Feedback - comment, compliment or complaint

We would be happy to take your feedback on your experience, good or bad. It is our aim to always provide high quality service. If, however, we fall short please make your complaint through our [feedback form](#) outlining the specific details.

If you are unhappy with the response you receive from us following a complaint concerning our corporate services, please let us know your reasons and we can escalate your complaint for further investigation by our CEO. Following this you have the option of contacting the [Ombudsman](#). The Ombudsman's staff examine complaints about the administrative actions of Government Departments and Offices.

Please note that for complaints against a registered nurse or midwife there is a different [process](#).

## Statutory Obligations

NMBI is committed to fulfilling all its relevant statutory obligations in the areas of freedom of information, data protection, equality and safety, and health and welfare at work.

## Freedom of Information

NMBI is listed as a public body under the Freedom of Information Act. Freedom of information requests can be sent to:

Freedom of Information Officer,  
Nursing and Midwifery Board of Ireland,  
18/20 Carysfort Avenue, Blackrock, Co. Dublin A94 R299, or emailed to:  
[foi@nmbi.ie](mailto:foi@nmbi.ie)

## How to Contact Us

The business hours of the NMBI are Monday to Thursday 9:00am to 5:30pm and Friday 9:00am to 5:00pm

### Address:

Nursing and Midwifery Board of Ireland (NMBI),  
18/20 Carysfort Avenue,  
Blackrock,  
Co Dublin,  
A94 R299, Ireland.

### General enquiries:

T: +353-1-639 8500

### Annual retention fee payments:

T: +353-1-890 200 116

### Registration:

[IReg@nmbi.ie](mailto:IReg@nmbi.ie) (Applicants: trained in Ireland/ Registered with NMBI only)

[EUregistration@nmbi.ie](mailto:EUregistration@nmbi.ie) (Applicants: trained in the EU-EEA)

[G3req@nmbi.ie](mailto:G3req@nmbi.ie) (Overseas registration)

### Feedback:

Please complete our [customer feedback form](#)

### Accounts:

[accounts@nmbi.ie](mailto:accounts@nmbi.ie)

### Professional Guidance:

[professionalguidance@nmbi.ie](mailto:professionalguidance@nmbi.ie)

### Fitness to practise:

[ftp@nmbi.ie](mailto:ftp@nmbi.ie)

### Careers information:

[careersinformation@nmbi.ie](mailto:careersinformation@nmbi.ie)

### Midwifery:

[midwifery@nmbi.ie](mailto:midwifery@nmbi.ie)

### Education:

[education@nmbi.ie](mailto:education@nmbi.ie)

### Communications and media:

[communications@nmbi.ie](mailto:communications@nmbi.ie)



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