

DRAFT



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

DRAFT Customer Service Charter

**We aim to always treat our
customers in a fair, courteous and
respectful manner**

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Introduction

Our draft Customer Service 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 in all interactions, always treating customers equally. All complaints will be treated confidentially and sensitively.

We aim to action our draft Customer Service Charter within the framework of the Twelve Principles of Quality Customer Service, as outlined in our draft Customer Service Action Plan 2023-2025.

Our Role

NMBI is the professional, statutory organisation that regulates the professions of nursing and midwifery in Ireland. Protecting people using services 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, healthcare 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:

- 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, as amended, and any other legislation which may be relevant to their registration or practice, and
- guidance and access to a support service if they are subject to a complaint and or inquiry.

Our Communication With You

We will communicate with you through a variety of different channels, including our website, eZine (external newsletter), guidance documents, events and social media.

All queries and feedback will be responded to in a polite, courteous and respectful manner, and all enquiries are dealt with promptly and efficiently. We will use clear, easy-to-understand language when responding to you.

If you correspond to us in Irish, we will respond in Irish.

Feedback - Comment, Compliment or Complaint

We are happy to receive your feedback on your experience, good or bad. We endeavour to always provide a 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 will escalate your complaint for further investigation by our Head of Operations. Following this, you have the option of contacting the Ombudsman. The Ombudsman examines 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. You can find details on our [website](#).

Statutory Obligations

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

Languages

We aim to meet our commitments under the Official Languages Act 2021 which includes accommodating those who wish to deal with us in Irish.

Accessibility

Our Access Officer, Conor Coppinger, assists and provides support to people with a disability accessing the services we provide.

You can contact Conor by phone at 01 639 8500 or email at access@nmbi.ie.

We will make all reasonable efforts to fulfil your request.

Freedom of Information

NMBI is subject to the Freedom of Information Act. Freedom of Information requests can be sent to: foi@nmbi.ie

or

Freedom of Information Officer,
Nursing and Midwifery Board of Ireland,
18/20 Carysfort Avenue, Blackrock, Co. Dublin, A94 R299.

Data Protection

You may use data protection legislation to access your personal data held by NMBI. To request a copy of your personal data or exercise any of your data subjects' rights, please send your request to: dataprotection@nmbi.ie

or

Data Protection Officer,
Nursing and Midwifery Board of Ireland,
18/20 Carysfort Avenue, Blackrock, Co. Dublin, A94 R299

Individuals have the right to lodge a complaint with the Data Protection Commission if they consider that the processing of personal data relating to them, by NMBI, infringes the national Data Protection Acts or the General Data Protection Regulation (GDPR).

You can submit a complaint:

- By [webform](#)
- By post to the Data Protection Commission, 21 Fitzwilliam Square South, Dublin 2, D02 RD28, Ireland.

For more information, please see the [Data Protection Commission website](#).

How to Contact Us

The business hours of the NMBI are Monday to Friday 9am to 5pm.

General contact details

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

Customer service line:

+353-1-890 200 116

This is a contracted customer service who will be able to help you with your query.

Feedback:

Please complete our [customer feedback form](#).

Registration contact details

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

EUregistration@nmbi.ie (Applicants trained in the EU-EEA)

G3reg@nmbi.ie (Applicants from outside the EU)

Queries about annual registration renewal fee: T: +353-1-890 200 116

Making a complaint about a registered nurse or midwife

PPC Division
Fitness to Practise Department
Nursing and Midwifery Board of Ireland
18-20 Carysfort Avenue,
Blackrock, Co Dublin, A94 R299, Ireland.

Complaints can also be emailed to: complaints@nmbi.ie

Contact our teams

Fitness to practise

ftp@nmbi.ie

Education and professional guidance

EducationandGuidance@nmbi.ie

Midwifery

midwifery@nmbi.ie

Careers information

careersinformation@nmbi.ie

Communications and media

communications@nmbi.ie

Accounts

accounts@nmbi.ie

Access Officer

access@nmbi.ie

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www.nmbi.ie