



## **CUSTOMER CHARTER**

## **Mission**

**To support and enhance public confidence in the accountancy profession and in financial reporting through the exercise of effective, independent oversight and the promotion of adherence to high standards.**

## **Principal Objectives**

The Authority has four principal objectives, namely to:

- supervise how the prescribed accountancy bodies regulate and monitor their members;
- promote adherence to high professional standards in the auditing and accountancy profession;
- monitor whether the financial statements of certain classes of companies and other undertakings comply with the Companies Acts, the EU Transparency Directive and, where applicable, Article 4 of the IAS regulation; and
- act as a specialist source of advice to the Minister on auditing and accounting matters

## **Contacting Us**

We will aim to deal as quickly as possible with all queries, while always remaining helpful, polite and courteous. When seeking information, we will explain precisely what we require and ask only necessary questions.

### *Telephone Contact*

We will:

- identify ourselves on answering;
- establish the appropriate staff member and transfer the call only once;
- inform you before we transfer the call, give the name of the person to whom the call is being transferred and ensure that the call is properly transferred;
- take details and call you back within a specified time if we cannot answer your query immediately; and

- update our voicemails if absent from the office and respond promptly upon return.

#### *Letter or Email Contact*

- We will provide a prompt reply in clear format;
- Where the nature of the query is such that a definitive prompt reply cannot be issued, we will issue an interim reply with 10 days; and
- Provide a contact name and telephone number on all correspondence.

If correspondence relates to a matter that comes under the remit of another body, we will explain the role of IAASA *vis-à-vis* the other body and direct you to that body providing, where possible, contact details.

#### **Website/Provision of Information**

The aim of our website is to provide, in a manner accessible to all users:

- information that is helpful, relevant, accurate and up to date;
- contact details; and
- publications and press releases.

#### **Equality/ Diversity**

We will respect the right of all to equal treatment under equality legislation in the delivery of our services and provide access for people with physical difficulties.

#### ***Comhionannas Teanga Oifigiúil***

*Má iarrtar, déanfaimid gach iarracht, sa mhéid agus is féidir, eolas a chur ar fáil trí mheain na ghaeilge. Tá sé mar bheart again freagra trí ghaeilge a chur le gach comhfhreagra a bhfaighimid as gaeilge.*

When requested, we will endeavour insofar as possible to provide information through the medium of the Irish language. To the extent practicable, we will reply in Irish to all correspondence received in Irish.

#### **Complaints/ Feedback**

We welcome feedback on the service we provide. Written complaints regarding the level and standard of service provided will be dealt with confidentially, fairly,

and efficiently. Complaints will be investigated and remedied where appropriate. All complaints and feedback will be:

- acknowledged within 10 working days;
- investigated by the Chief Executive and without prejudice any other dealings you may have with us; and
- responded to promptly following the completion of any investigation;

If the complaint is found to be our fault we will review our procedures to prevent a recurrence of the problem.

Complaints or other feedback regarding the level and standard of the Authority's service should be addressed to Chief Executive - [ceo@iaasa.ie](mailto:ceo@iaasa.ie)

The complaints procedure outlined above does not relate to:

- matters of policy;
- complaints regarding a prescribed accountancy body, a member or member firm of a prescribed accountancy body or a company whose financial statements are being complained of;
- decisions made by the Board or individual staff members in pursuance of their duties under the Companies (Auditing & Accounting) Act, 2003, the Companies Acts generally or EU legislation;
- matters the subject of litigation or pending litigation.

Details on how to deal with such complaints can be found on our website [www.iaasa.ie](http://www.iaasa.ie), or by contacting us directly by telephone, post or e-mail.

### **Internal Customers**

We recognise staff as internal customers and we will ensure that they are properly supported and consulted with regard to service delivery issues.

## Contact Details

**Irish Auditing & Accounting Supervisory Authority  
Willow House  
Millennium Park  
Naas  
Co. Kildare  
Ireland**

**Tel: +353 (0) 45 983 600**

**Fax: +353 (0) 45 983 601**

**email - [info@iaasa.ie](mailto:info@iaasa.ie)**

**Website - [www.iaasa.ie](http://www.iaasa.ie)**

## **What we expect in return**

In return, we expect our staff to be treated with courtesy and respect.