

November 2021

Customer Charter

Mission

To contribute to Ireland having a strong regulatory environment in which to do business by supervising and promoting high quality financial reporting, auditing and effective regulation of the accounting profession in the public interest

Our Values

Excellence

Striving to be the best we can be

Independence

Regulating impartially and objectively

Integrity

Being trustworthy and respectful

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Summary of contact details

CONTACT DETAILS FOR IAASA	
Phone	Main switchboard: +353 (0)45 983 600
Email	General enquiries: info@iaasa.ie
	Data access requests: dpo@iaasa.ie
	Protected disclosures: protecteddisclosures@iaasa.ie
	Access officer: access@iaasa.ie
	Accounts queries: accounts@iaasa.ie
	Notifications of cessation of auditor appointment: notifications@iaasa.ie
	A complaint about: rms@iaasa.ie <ul style="list-style-type: none"> • an accountant, auditor or firm • an accountancy body • another matter
A complaint about services provided by IAASA: ceo@iaasa.ie	
Submissions to consultations: submissions@iaasa.ie	
Vacancies: careers@iaasa.ie	
Website	Website: www.iaasa.ie
	Website - contact us: http://www.iaasa.ie/Contact
	Website - make a complaint: http://www.iaasa.ie/FlowChart/Web-Complaints/Submit-a-complaint
Post	Irish Auditing & Accounting Supervisory Authority Willow House, Millennium Park, Naas, Co. Kildare, Ireland, W91 C6KT

Introduction

The Irish Auditing and Accounting Supervisory Authority (IAASA) is the independent statutory body that oversees the accounting and auditing profession in Ireland.

IAASA's mission is to contribute to Ireland having a strong regulatory environment in which to do business by supervising and promoting high quality financial reporting, auditing and effective regulation of the accounting profession in the public interest.

Further details about IAASA's statutory functions are available on our website at the following link: [IAASA - Our Remit](#)

This *Customer Charter* sets out how you can make contact with IAASA and the nature and quality of service that customers can expect when dealing with IAASA.

Our approach

IAASA is committed to providing a high standard of service to customers in accordance with the public service [Guiding Principles of Quality Customer Service](#). Our shared organisation values are Excellence, Independence and Integrity and we are committed to demonstrating those values in all our interactions. When you contact us, we will:

- strive to deliver a high standard of performance
- treat you fairly and engage with you with empathy and respect
- deal with your query as quickly as possible
- explain precisely what we require and ask only necessary questions

How to contact IAASA

You can contact IAASA in the following ways:

(i) Contact by telephone

When you contact us by telephone with a query, in general you can expect that we will:

- answer your call promptly during public office hours [09:00 to 12:30 and 14:00 to 17:00]
- give you our name when we answer
- establish the relevant member of staff with the right expertise to deal with your query
- inform you before we transfer the call, provide the name of the person to whom the call is being transferred and ensure that the call is properly transferred
- take your details and call you back if we cannot deal with your query immediately
- update our voicemails if we are absent from the office and respond promptly upon return

(ii) Contact by email or letter

When you contact us by email or letter with a query, in general you can expect that we will:

- acknowledge your correspondence within 3 working days
- provide a contact name and telephone number on all correspondence
- write to you in plain language which is easy to understand
- provide a full reply within 20 working days or an interim reply if we anticipate that we cannot provide a full reply within 20 days

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

In general, employees of IAASA will handle any correspondence addressed to individual board members, including the chairperson.

(iii) Website

IAASA is committed to providing accessible, relevant, accurate and up-to-date information about its activities. Our website contains links to all of our publications, press releases and news alerts. It also provides information on IAASA's statutory functions.

You can submit a query to IAASA on its website at the following link: [IAASA - Contact](#)

Equality and diversity

We are committed to providing a service to all customers without prejudice or bias. We ensure that the right to equal treatment established by the equality legislation is reflected in all our interactions and activities.

We will facilitate physical access for people with disabilities and others with specific needs.

You can contact our access officer at access@iaasa.ie

Services through Irish/Seirbhísí trí Gaeilge

Cuirfidh muid freagra trí ghaeilge le gach comhfhreagras a bhfaighimid as gaeilge, agus déanfaimid gach iarracht, sa mhéid agus is féidir, eolas a chur ar fáil trí mheain na ghaeilge. Tá ár bhfoilseacháin reachtúla ar fáil ar ár suíomh gréasáin i nGaeilge agus i mBéarla.

We will reply in Irish to all correspondence received in Irish, and provide information through the medium of the Irish language wherever that is available. Our statutory publications are available on our website in Irish as well as English.

Help us to help you

To help us to provide you with a quality service, we ask that you:

- have as much relevant information as possible available to you before contacting IAASA
- outline your query clearly and concisely
- provide only information that, to the best of your knowledge, is accurate and complete
- treat our employees with courtesy and respect
- respond promptly to our requests for further information

Our employees will not tolerate behaviour that is unreasonable, abusive, threatening, or of such a frequency, that it requires a disproportionate amount of time and resources. Our employees may terminate a conversation where appropriate.

If we consider that a customer's behaviour is not appropriate, we will inform them of the reasons why we believe so and request that they avoid such behaviour in future interactions with IAASA's employees. Where the behaviour continues we will then inform them of the action that we propose to take. This may include terminating contact where necessary to protect the rights of our staff.

Feedback on our services

We welcome your comments on the quality of service that you have received from IAASA. Please provide such feedback to info@iaasa.ie or provide comments on the 'contact' page of our website at the following link [IAASA - Contact](#). We will consider any suggestions you make to ensure that we provide the best quality of service to all stakeholders.

Customer complaints procedure

If you are not satisfied with the quality of the service that you have received from IAASA you can make a complaint. Please address such complaints to the Chief Executive at the following email address: ceo@iaasa.ie

We will deal with written complaints regarding the quality of service provided confidentially, fairly, and efficiently. We will investigate and remedy complaints where appropriate. All complaints will be:

- acknowledged within 3 working days
- investigated by the Chief Executive, without any impact on any other dealings you may have with IAASA
- responded to promptly following the completion of any investigation

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

Please note that the complaints procedure outlined above **does not** relate to:

- i. matters of policy
- ii. complaints regarding a prescribed accountancy body, a member or member firm of a prescribed accountancy body, an entity or an entity's financial statements
- iii. decisions made by the board of IAASA or individual employees in undertaking their duties under the Companies Act 2014 or EU legislation

- iv. matters which are the subject of litigation or pending litigation

Details about making complaints about such matters are available on our website <http://www.iaasa.ie/FlowChart/Web-Complaints/Submit-a-complaint> or by contacting us directly by telephone, email or post.

Internal customers

We recognise our employees as internal customers and we will ensure that we properly support and consult them about service delivery issues.

Statutory disclosures and requests

Protected disclosures

The Protected Disclosures Act 2014 provides a statutory framework within which a person can make a disclosure to a prescribed body, where the relevant wrongdoing that has come to their attention in their workplace relates to the functions of that body. IAASA is a prescribed body under that Act. You can find further details about making a protected disclosure to IAASA at the link below.

[Protected-Disclosures-External-Policy-December-2016.pdf \(iaasa.ie\)](#)

Data access requests

IAASA is a data controller in respect of data processed through its work or through its website. Any person (data subject) in respect of whom IAASA processes personal data may request a copy of that data. A person may also seek, where appropriate, the rectification or deletion of that personal data.

You can request a copy of your personal data from IAASA's Data Protection Officer, Kate Ashmore, who you can contact at DPO@iaasa.ie

We will respond to requests for personal data within the statutory timeline.



**Irish Auditing & Accounting
Supervisory Authority**

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