



# CUSTOMER CHARTER

**IDA Ireland is a Government organisation that promotes Ireland as a global location with the main objective of encouraging investment into Ireland.**

**Set in the context of our mission statement, this Charter outlines the values and service standards that client companies can expect when dealing with IDA. These standards equally apply to other stakeholders that we engage with, including the general public, Government Departments, key partners and media.**

## IDA's Mission Statement

"We will win for Ireland, its people and its regions, the best in international innovation and investment so as to contribute to the continued transformation of Ireland, to a world-leading society which is rich in creativity, learning and personal and social well-being.

We will work in partnership with other organisations to enhance the best of Irish capabilities and talents and match them with the best of global investment.

We will carry out our mission with integrity, professional excellence and responsiveness to all with whom we work or are in contact".

## Our Commitments to our Clients

Any person who contacts IDA will be provided with a quality service, which is courteous, knowledgeable and substantive.

IDA is committed to ensuring that all information provided through our publications, website and direct interactions is accurate, relevant and timely.

We will treat all information provided with the utmost sensitivity and confidentiality, having regard to our obligations under law.

***These commitments are supported by a staff code of conduct. If we fail to meet on our commitments, complaints will be dealt with thoroughly and as a priority by addressing in writing to:***

**The Secretary, IDA Ireland, Three Park Place, Hatch Street, Ireland.**

**Ireland, knowledge is in our nature™**

