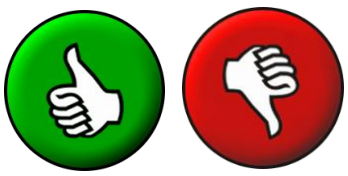
Customer Charter

Monaghan Integrated Development (MID) provides services to clients in a courteous, fair and impartial manner. We fully comply with all equality legislation.

 Our website is **www.midl.ie**	Contact us by phone, by letter, by email or by calling into any MID office. Our contact details are on our website and in our publications. Named staff contact details are available on our website or from reception in each office. **When you contact us:** We will treat you with courtesy and respect. We will respond promptly to your queries in a manner appropriate to the service and the programme you are using. We will provide clear, timely and accurate replies to all written correspondence.
COMMUNICATING 	We are committed to making all MIDs communication as accessible as possible. **When we communicate with you we will:** Use plain English Try our best to communicate in a way that suits your needs and your personal circumstances.
MEETINGS 	We often meet service users in our facilities or in the community. We will work to ensure that the facility used suits the needs of all the users, including those with a disability. **When you meet us we will:** Treat you with courtesy and respect. Hold meetings at times and in locations that best suit the majority of service users and requirements of programmes. Give you timely notification Circulate information in advance as necessary. Provide clear and concise documentation for each meeting if required
DATA PROTECTION 	Many of our services are provided on a one-to-one basis. Such services will be conducted in a manner that respects the right to privacy We will protect all data shared with us in accordance with current Irish data protection legislation. Some programmes require sharing of information with Government Departments. Staff members will be able to tell you if this is a requirement of the service you are using.
FEEDBACK & COMPLAINTS 	We aim to provide the best possible service and will welcome any feedback you can give us to help improve our services. **We will:** take on board any feedback you provide to help us to improve our service delivery. Review our procedures and service delivery on a regular basis to ensure quality standards are maintained. Sometimes, despite our best efforts, we may get things wrong and you may wish to point this out to us. In such instances we will: Provide information and guidelines on how to give feedback or make a complaint on our website www.midl.ie and from our offices. Handle your issue within a specified time and in a fair, impartial and confidential manner.