

**Enterprise Ireland – Mission**

Enterprise Ireland is the Irish Government agency responsible for the development and promotion of the indigenous business sector.

Our mission is to accelerate the development of world-class Irish companies to achieve strong positions in global markets, resulting in increased national and regional prosperity.

**Client Charter**

Enterprise Ireland is committed to delivering a first class service to you, our client, one that is focused, proactive and efficient. This Charter is a guide on the quality of our service delivery to you.

**Communications**

When you contact us we will:

- identify ourselves by name on answering the phone,
- deal with your enquiry promptly and in a helpful, courteous and responsive manner,
- respond promptly when voicemails are received,
- acknowledge all written enquiries within 5 working days,
- provide a reply within 15 working days, if this is not possible we will indicate the time frame in which you will get a full response.

**Website**

We aim to keep our websites user friendly, relevant and up-to-date.

**Accessibility**

We aim to ensure all our sites and facilities are fully accessible.

**Official Languages**

Enterprise Ireland will facilitate any member of the public who wishes to conduct their business in Irish.

**Confidentiality**

We will treat your personal/business information in the strictest confidence. Enterprise Ireland has a statutory obligation of confidentiality to its clients and we will not disclose this information except as required by law.

**Complaints Procedure**

In the event of you having a complaint, we will attempt to resolve any difficulties at the first point of contact and next through the relevant manager. Where the matter cannot be resolved at this level you should pursue the complaint in writing to the Secretary, Enterprise Ireland, Glasnevin, Dublin 9 or by email to [Secretary@enterprise-ireland.com](mailto:Secretary@enterprise-ireland.com).

## **Help Us to Help You**

We want to hear from you, if you would like to make a comment/suggest a new initiative or area for improvement please contact us

- through your point of contact - any staff member can be contacted at [firstname.surname@enterprise-ireland.com](mailto:firstname.surname@enterprise-ireland.com)
- through our corporate website [www.enterprise-ireland.com/feedback](http://www.enterprise-ireland.com/feedback)