



HORSE
RACING
IRELAND

Our Customer Charter



Purpose

Horse Racing Ireland (HRI) is committed to providing all our customers with a high standard of service in accordance with the twelve Principles of Quality Customer Service for Customers and Clients of the Public Service. We intend to measure and evaluate our performance on an on-going basis so that we can maintain and improve this service. We have a wide range of customers such as racehorse owners, trainers, jockeys agents, media outlets and other Industry stakeholders alongside our internal customers, our employees.

Our employees play a vital role in ensuring we achieve excellent levels of service for our customers, with this in mind we hold Customer Focus as a key competency for all HRI roles, underpinned by our core values which are the foundation by which our employees conduct themselves in all their interactions. HRI Core Values are Pride & Passion, Excellence, Ambition, Empowerment, Integrity and Respect.

Quality of Service

This Charter sets out the standards and quality of service we aim to provide to our customers. It does not seek to cover all the functions and services we provide, but outline our commitment to you and describe:

- The levels of service you are entitled to expect when you contact us
- How to help us to help you
- How to contact Horse Racing Ireland
- How to make a complaint or raise an issue

Levels of Service

Visitors to HRI

- We will treat you with courtesy, efficiency and professionalism.
- We will see you punctually if you have an appointment and endeavour to meet with you if you do not.
- We will provide a suitable and welcoming environment for you to conduct your business with HRI and ensure that it is clean and accessible.
- We welcome all feedback and comments.

Telephone

- We will answer your call as promptly as possible.
- We will give you our name and the area we work in.
- We will be courteous, polite and helpful at all times.
- Where necessary, we will forward your call to the appropriate section to answer your query in full.
- If we cannot answer your query directly, we will take your details and call you back as soon as possible with a full response.
- We will provide you with as much useful information as possible.
- We will respond to all voicemail messages promptly.

Written Correspondence

- We will acknowledge your correspondence within a maximum of 3 working days.
- We will provide a response to your correspondence within a maximum of 15 working days.
- If we cannot provide an informed response within the timeframes provided, we will write to you and explain this, with an indication of when to expect an informed response.
- We will provide contact name and details to liaise with regarding your query.

Feedback

Horse Racing Ireland welcomes feedback from all our customers so that we can understand our customers' needs and expectations better and therefore improve our overall service. We are always open to suggestions and comments in relation to our day to day business and customer service.

We will:

- Provide "contact us" facilities Online
- Encourage our staff to engage with our customers via their daily contact and to gather feedback to be passed on to the relevant department managers

A Customer Support Executive is available to discuss any query that our customers may have. Please email customersupport@hri.ie for assistance.

Help Us to Help You:

You can help us to improve and provide you with a high quality of service by:

- Providing feedback and suggestions on our service
- Giving us all the information we need to assist you
- Reporting any issues as they arise, stating the issue as clearly and concisely as you can
- Treating our staff courteously and with respect, as you would wish to be treated yourself

Raising a Complaint

If you are not satisfied with the quality of service you have received from HRI, you have the right to complain. In the first instance please discuss this with the staff member that you have been dealing with and they will try to help. However, if you feel that you cannot do this for any reason or that the issue is still not resolved to your satisfaction, you may address the issue to the customer support executive at Horse Racing Ireland, Ballymany, The Curragh, Co. Kildare (email: customersupport@hri.ie | Tel: 045 455 455).

You can make a complaint in person, by telephone, in writing or by email.

If our staff cannot resolve your complaint, or you are unhappy with their response, you can make a formal complaint to the Head of Risk and Compliance, who will investigate the complaint on your behalf.

Please note it is HRI's policy to record telephone calls for the purpose of security, accuracy and training.

Our Commitments when dealing with Complaints:

- All complaints will be treated in a fair, transparent, efficient manner and in confidence.
- We will acknowledge all complaints within 1 working day.
- We will investigate all complaints and issue a reply within 3 working days. While we endeavour to resolve all complaints within that time frame, some instances will require further investigation and may take longer.

Please provide the following information to assist us in investigating your complaint:

- Your name, address and telephone number.
- Exactly what it is you are dissatisfied with and when the issue occurred.
- The name of the staff member that you had been dealing with.
- Copies of any correspondence that may assist us in our complaint handling enquiry.

Right to Appeal:

We will ensure that a formalised system of appeal is available to our customers who are dissatisfied with our decisions in relation to complaints and our services.

In these instances you have the option to appeal to our Head of Risk and Compliance. The deadlines for responding will be the same as those for raising complaints in this charter.

Ms. Claire Rudd
Head of Risk and Compliance

Horse Racing Ireland
Ballymany
The Curragh
Co. Kildare

Email: crudd@hri.ie

How to Contact Us

The core business hours of HRI are Monday to Friday 9:00am to 5:00pm (exc. Public Bank Holidays).

 Horse Racing Ireland, Ballymany, The Curragh, Co. Kildare

 045 455 455

 info@hri.ie

 www.hri.ie/contact-us