



Trinity College Dublin

Coláiste na Tríonóide, Baile Átha Cliath

The University of Dublin

Estates & Facilities Customer Action Plan 2024-2026

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Introduction

As part of a departmental communications review and in response to the findings of the most recent Estates and Facilities Quality Review, TCD Estates and Facilities has developed a Customer Action Plan to:

- record our consultations with our customer base,
- meaningfully commit to continued improvement and
- specify what those improvements will be, and to evaluate and report on our performance on a regular basis so as to benchmark against our customer service commitments.

In its 'Customer Action Plans & Charters – Guidelines for Preparation' document, the Department of Public Expenditure and Reform identifies a Customer Action Plan as a key document in setting out service standards for your customer base, communicating that information to your customer and putting in place a means of evaluating and reporting on your performance.

Consultation

We have consulted comprehensively with key stakeholders through an online survey made available to all staff and students within the University. We have also engaged in an in-person focus group session with regular users of our services across academic, administrative, and service areas. The outcomes of those reviews provide us with a representative picture of our current performance. The actions set out in this Customer Service Action Plan have subsequently been developed in response to the priority issues raised during the consultation process.

Our Customers

For the purposes of the Action Plan, our customers are considered to be the following:

Internal Customers: Our colleagues within Estates and Facilities.

External Customers: All other Trinity College staff members.

Trinity College undergraduate and postgraduate student body.

Our contractors.

Other external groups with whom we interact.



Our Service Commitment

Estates and Facilities is committed to providing the highest level of SMART customer service in accordance with the twelve guiding principles of quality customer service. These principles are the cornerstone of the government's Quality Customer Service policy to improve how the Public Sector delivers services and engages with its customers.

 Quality Service Standards	 Equality/ Diversity
 Physical Access	 Information
 Timelines and Courtesy	 Complaints
 Appeals	 Consultation and Evaluation
 Choice	 Official Languages Equality
 Better Co-Ordination	 Internal Customer

Our Customer Action Plan sets out how we intend to provide our customers with quality customer service by setting specific service standards. It also identifies key actions that we will undertake to continually enhance the levels of service that we provide.

As part of our commitment to providing quality customer service, we will publish a Customer Action Plan every three years. The Estates and Facilities Customer Action Plan and Customer Charter are not intended to create any new legal rights for our customers.

Alignment with University Strategy

Our Customer Action Plan aligns with key strategies identified in the University's Strategic Plan 2020-2025 which articulates the University's vision and values and is organised around a CORE mission which has four components relating to Civic Action, Organisation, Research and Education.



The full Strategic Plan may be viewed at www.tcd.ie/strategy



Within Estates and Facilities, our Customer Action Plan specifically supports the following items from the Strategic Plan:

Strategic Plan Ref.	Description
Item 6.13	Build a new web presence, based on a Content Management System.
Item 8.1	Develop communication channels that will enable connection and contribution by all members of our community, in recognition of the need and desire of all staff to be involved in the university community.
Item 8.4	Create a new internal College intranet and continue to develop our internal communications.
Item 8.13	Continue to strengthen our data and information tools to enable collaboration and strategic decision-making.

Customer Charter

The Estates and Facilities Customer Charter (2024) outlines our departmental structure, our values, and our service commitment.

It is available to view on our website www.tcd.ie/estatesandfacilities/about/ A hard copy may be requested by email to estatesandfacilities@tcd.ie, by phone at +353 1 896 4000 or by calling into the Estates and Facilities Service Centre at 194 Pearse Street. Directions [here](#).



Customer Action Plan



Quality Service Standards

- We will publish an up-to-date Customer Charter that outlines the nature and quality of services which our customers can expect and display it in our public office.
- We will make our Charter available on our website and in hard copy.
- We will monitor and review our customer service standards and ensure that we deliver a quality service.
- We will provide training on quality customer service to our staff with specific external customer facing roles.



Equality/Diversity

- All staff, students and visitors have a role to play in making Trinity an inclusive and egalitarian community. We will work to ensure that the principles of equality and diversity are maintained and promoted throughout the Estates and Facilities Department.
- We will ensure that all of our customers are treated equally, with respect, and in accordance with relevant legislation.
- We will ensure that our staff are actively engaged in training in relation to Equality, Diversity and Inclusion.



Physical Access

- Our reception area will be clean, safe and accessible.
- We will clearly display opening hours in our public office.
- We will regularly monitor the Estates and Facilities public office to ensure that it complies with occupational and safety standards.
- We will facilitate access for people with disabilities and others with specific needs.



Information

- We will review and increase our level of proactive communications.
- We will continue to expand and develop our website.
- We will continue to aspire to greater consistency, clarity and good presentation in all of our written communications.
- We will update our systems and processes to ensure improved levels of communication to our customers.
- We will ensure that all information provided by the department is clear, timely, accurate and accessible.



Timelines and Courtesy

- Staff members will respond to communications, whether by letter, email, phone-call or in person, promptly and courteously.
- All visitors will be treated in a courteous and professional manner.
- We will ensure that all email requests will be responded to no later than 48 hours from receipt.
- We will ensure that full contact details are provided on all written and email communications.



Complaints

- We will ensure that details of our Complaints Procedure are available on our website.
- We will deal with complaints within the timeframes set out in our procedure.
- We will ensure that any complaints received in relation to the services that we provide will be investigated promptly, thoroughly and fairly.
- We will monitor and evaluate complaints to ensure that we improve our services.



Appeals

- We will ensure that customers are given an opportunity to provide feedback on their complaints experience.
- We will ensure that all appeals are treated promptly, fairly and impartially.
- We will monitor and evaluate appeals trends.



Consultation and Evaluation

- We will ensure a customer centric approach to the provision of our services.
- We will consult with customers on a regular basis in order that we can develop and enhance the services that we provide.
- Our consultations will include an annual customer satisfaction survey, a customer focus group and a feedback tool.
- We will seek to improve our existing systems to request feedback on work carried out at the time of completion.
- We will review and analyse all feedback provided and measure and evaluate our performance with regularity.
- We will incorporate feedback and subsequent evaluation into plans for the ongoing improvement of the provision of our services.



Choice

- We will ensure the availability of multiple contact options for the department.
- We will publicise the different ways in which service requests can be made to us.
- We will seek to maximise the options available within our enterprise facilities management system to provide improved access and choice, and quality of delivery of service.



Official Languages Equality

- We will comply with our obligations as set out in the Official Languages Act 2003 (as amended).



Better Co-Ordination

- We will continue to encourage cross-functional working across our service areas to ensure provision of an integrated service for our customers.
- We will encourage effective communication across our functions so that all areas are informed and updated.
- We will actively pursue common business objectives with other departments within the university.



Internal Customer

- We will acknowledge staff who are providing good customer service and will share positive feedback with them.
- We will create an internal site for sharing information with our colleagues within the department.
- We will celebrate individual achievements within our department.
- We will ensure all members of staff are treated with dignity and respect.
- We will continue to facilitate the provision of training and development for all staff to assist them in carrying out their roles.

Strategies and Actions 2024-2026

We will commit to conduct actions and investigate strategies to improve service delivery and respond to feedback provided by our customers, as set out below.

E&F Presence at Student Open Days.

Continued investigation into improvements in system information flow for our customers.

Conduct pilot study around the extension of service request and associated functionality to the post-graduate student body.

Generate and report regularly on KPIs in terms of work order classification, turnaround times and satisfaction levels.

Act on feedback received, where practical.

Extend our evaluation and reporting tools.

Further training for Customer Service Team.

Continued focus on the departmental communication strategy and website update protocol.

Ensure that complaints received are investigated promptly and fairly.

Publish our Customer Charter, Customer Action Plan and Complaints Protocol on our website.



Evaluation and Reporting

We will measure our success and progress in the following ways:

Level of implementation of the planned actions identified within our Customer Action Plan.

Reporting from Planon IWMS on the number of complaints received.

Levels of customer satisfaction based on feedback tool and annual customer survey.

Feedback and satisfaction ratings identified in annual Customer Focus Group.

Reporting from telephone software system.

Reporting from Planon IWMS.

Website analytics reports.

Annual Review.



Feedback

It is our responsibility to provide the best service we can to our customers. We welcome feedback about your service experience, whether to compliment or to suggest improvement. All feedback received will be acknowledged, reviewed and acted upon. Our service levels will be kept under review and overall performance will be monitored.

If you wish to provide us with feedback about the service you received while dealing with us, please email our Service Desk at estatesandfacilities@tcd.ie. who will forward your communication to the relevant Business Unit Manager.

Service Desk Opening Hours

Monday to Thursday **08:00 – 17:00**
Friday **08:00 – 16:30**

The Service Centre remains open through lunch. If you require assistance after office hours, please contact College Security at **01 8961317**.

In the event of an Emergency please call **01 8961999**.

 **01 8964000**  estatesandfacilities@tcd.ie.



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