



Customer Charter

2017-2020



ISI
Tackling problem debt together

Insolvency Service of Ireland

Customer Charter 2017-2020

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1 Introduction

The Insolvency Service of Ireland (the “ISI”) is an independent statutory body established under the Personal Insolvency Act 2012 (the “Act”). Our Mission Statement¹ states that “*By operating the statutory framework for personal insolvency solutions, return insolvent people to solvency and full participation in social and economic activity*”.

2 What we do

The principal functions of the ISI include:

- to operate the system to support the three alternatives to bankruptcy – the DRN, DSA and PIA
- to administer the estates of bankrupts
- to regulate authorised practitioners around the country who offer personal insolvency advice and assist debtors in seeking a DRN, DSA or PIA
- to promote public awareness and understanding of the personal insolvency solutions available to people
- to prepare and issue guidelines as to what constitutes a reasonable standard of living and reasonable living expenses for debtors
- to contribute to the development of policy in the area of personal insolvency

3 Customer service standards

This Customer Charter sets out the standards of service you can expect to receive from us.

The ISI is committed to providing a professional, efficient and courteous service to all of our customers, providing and delivering the highest quality of service in accordance with the 12 Principles of Quality Customer Service for Customers and Clients of the Public Service².

The ISI’s Customer Action Plan supports this document. It sets out in more detail how the commitments and standards set out in this Charter will be delivered and evaluated.

Equally, we expect that our customers will treat our staff with courtesy and respect.

¹ [ISI Strategy Statement 2016-2019](#)

² <http://www.per.gov.ie/en/quality-customer-service/>

4 Telephone enquiries

You can contact us by telephone at the numbers below **Monday to Friday from 9am to 5pm.**

1. For information and general enquiries: **076 106 4200**
2. Case Management Division: **076 106 4200**
3. Bankruptcy Division: **076 106 4232**
4. Regulation Division: **076 106 4234**

The 0761 prefix for our telephone numbers is part of a Government initiative to reduce call costs for both public bodies and customers. Call costs to 0761 numbers vary – your telephone service provider should be able to give you further details on the costs that apply for your telephone package.

You can also free text **GETHELP** or **ISI** to 50015 and we will call you back.

We are committed to:

- answering your calls promptly
- returning calls/messages/free text requests within one working day, where practicable
- identify ourselves and our area of work
- being polite and helpful
- providing you with the appropriate information you require
- advising you where an enquiry does not fall within the remit of the ISI and, if possible, referring you to the appropriate organisation

Please note: the ISI has no role in providing legal advice or interpreting legislation. In addition, the ISI has no role in providing financial advice.

5 Written communication

You can contact us through our “[Contact Form](#)” (available on our website). When you email us through our website contact page, you will receive an email acknowledgement from us and copy of the email you have sent.

If you send us an email or a letter, we will acknowledge receipt within five (5) working days where appropriate.

We aim to provide you with a full response to written communications (including emails), where appropriate, within fifteen (15) working days of receiving them. In certain circumstances, where more time is required to deal with your query, we will advise you as to when you can expect a full reply.

6 Visitors to the ISI office

The ISI does not provide a public office service or facility.

Where a meeting is necessary, we will be available to meet by appointment with you during normal office hours (**Monday to Friday from 9am to 5pm**). We will provide suitable facilities for meetings and will make sure that our offices are clean and safe.

7 Access to the Registers

The Registers of Debt Relief Notices, Protective Certificates, Debt Settlement Arrangements and Personal Insolvency Arrangements are available for inspection in the offices of the ISI.

Members of the public may inspect the registers (limited to reasonable use), during normal office hours (**Monday to Friday from 9am to 5pm**) and may take a print out of entries in the registers. The ISI is currently not charging a fee for these print outs.

8 Making a complaint about us

Should you have any concerns about the standard of service you receive from us, you may make a complaint. Details of our complaints procedure can be found [here](#).

If your complaint relates to improper conduct by a personal insolvency practitioner, you must follow a separate procedure which can be found [here](#).

The Official Assignee in Bankruptcy is an officer of the High Court and as such, certain decisions made by him in managing bankruptcy estates can only be appealed to the High Court. If your complaint relates to making an appeal in relation to any matter in an individual case in bankruptcy then such an appeal can be made by application to the High Court.

9 Data Protection

Data Protection legislation is applicable to the ISI subject to a number of exemptions:

Section 4 (which relates to the right of access to personal data) of the Data Protection Acts 1988 and 2003 does not apply to:

- the ISI insofar as it relates to data processed by the ISI when carrying out functions relating to the supervision of personal insolvency practitioners or an investigation under the Act
- the Bankruptcy Division of the ISI insofar as it relates to data held by the Official Assignee for the purpose of performing his functions

Please further note that Section 4 of the Data Protection Acts 1988 and 2003 does not apply to data processed by an inspector appointed under the Act, an authorised officer appointed under the Act or the Complaints Committee when carrying out functions relating to the supervision of personal insolvency practitioners or carrying out an investigation under the Act.

Subject access requests to the ISI should be addressed as follows:

Data Protection Officer
Insolvency Service of Ireland
Block 2 Phoenix House
Conyngham Road
Dublin 8
D08 T3CK

or

Email: dp@isi.gov.ie

10 Freedom of Information

The ISI is a public body for the purposes of the Freedom of Information Act 2014, subject to the provisions of Part 1, Schedule 1 of the Freedom of Information Act 2014.

Part 1 of Schedule 1 provides as follows:

*“Section 6 does not include a reference to -
...(r) the Insolvency Service of Ireland in the performance of its functions under Part 2 of the Personal Insolvency Act, other than insofar as it relates to records concerning the general administration of those functions”*

To clarify the above statement, the public does not have a right of access to records created or held by the ISI in the performance of its functions, other than records relating to the general administration of its functions.

Freedom of Information requests to the ISI should be addressed as follows:

Freedom of Information Requests
Insolvency Service of Ireland
Block 2, Phoenix House
Conynham Road
Dublin 8
D08 T3CK

or

Email: info@isi.gov.ie

11 Contact Details

Insolvency Service of Ireland
Block 2, Phoenix House
Conyngham Road
Dublin 8
D08 T3CK

Tel: 076 106 4200

Websites: www.isi.gov.ie and www.backontrack.ie

Email: info@isi.gov.ie

Date: September 2017



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