

# **Customer Service Charter**

## **Welcome to the International Protection Appeals Tribunal**

### **Our commitment to you:**

- We will treat you with courtesy, fairness and respect at all times.
- We will try to reply to all queries quickly.
- We will keep our policies and information relevant and up to date.
- We will use easy-to-understand language on our website and when writing to you.
- We will respect the privacy and confidentiality of your personal information.
- We will treat all our customers equally.

### **We ask that you:**

- Respond to requests for additional documentation as quickly as possible.
- Use your Personal Identification Numbers (PIDs) when you write to us.
- Give full and accurate information when you contact us.
- Be on time for your hearing.
- Treat our staff with courtesy and respect.

### **Queries? Complaints? We want your Feedback**

The International Protection  
Appeals Tribunal  
6/7 Hanover Street East  
Dublin, D02 W320  
Ireland

**Freephone:** +1800 201 458  
**Email:**  
**[info@protectionappeals.ie](mailto:info@protectionappeals.ie)**

View our **Customer Service Action Plan** using the QR CODE below



An Binse um Achomhairc i dtaobh Cosaint Idirnáisiúnta  
*The International Protection Appeals Tribunal*