

Dublin Business Innovation Centre Client Service Charter

OUR MISSION

Dublin Business Innovation Centre (Dublin BIC) empowers entrepreneurs to start and scale by providing a comprehensive range of programmes and support services specifically designed to advance the ambitions of early-stage companies.

WHAT IS A CLIENT SERVICE CHARTER?

This Client Service Charter is a commitment to the quality of our service delivery to you and sets out what Dublin BIC will do for you, how we propose to do it, and in what time scale.

Dublin BIC is committed to continuously monitoring and improving the quality of our service delivery to you.

HOW YOU CAN HELP US

You can help us by:

- ▶ Treating our staff courteously.
- ▶ Providing feedback to enable us to improve our service.
- ▶ Providing accurate and detailed information in your dealings with us.
- ▶ Being punctual, prompt and professional.

WHAT TO EXPECT FROM DUBLIN BIC

We will endeavour to ensure that our staff:

- ▶ Have the relevant knowledge and experience, responsibility and authority, to deal with your enquiries or refer you to someone who can.
- ▶ Deliver our services in a friendly and inclusive manner.
- ▶ Treat you with courtesy and professionalism.
- ▶ Give you clear, accurate and helpful information.
- ▶ Deal with your requests, enquiries and concerns promptly.
- ▶ Treat all customers equally and without discrimination.
- ▶ Maintain confidentiality at all times.
- ▶ Continually explore new and better ways of delivering our service.
- ▶ Where Dublin BIC cannot deal with your enquiry it will provide a referral service to the appropriate agency.

PRIVACY AND CONFIDENTIALITY

All information, both personal and business, provided by you, will be dealt with in total confidence and in a manner, that respects your dignity.

SERVICES AVAILABLE FROM DUBLIN BIC

Dublin BIC works with entrepreneurs, promoters, businesses and other relevant stakeholders in the greater Dublin area to foster entrepreneurship and job creation for the region. It achieves this by delivering a range of services and supports through its four core areas of expertise:

- ▶ **Investor-Ready Preparation** – Dublin BIC provides a range of services to support entrepreneurs in starting and scaling companies in preparing to become investor ready. These services range from single advisory meetings to assess business propositions, to various educational workshops on business modelling and planning through to intensive one to one engagement with entrepreneurs on its Investor Ready Business Planning programme.
- ▶ **Access to Finance** – Dublin BIC manages two main funding channels which are potential sources of investment for start-up companies. It manages the AIB Seed Capital Fund and the Halo Business Angel Network (HBAN) both of which provide seed funding to high potential early stage businesses. Dublin BIC also provides support and guidance in accessing other funding sources such as the EU Horizon 2020 funding.
- ▶ **Incubation Space** – Dublin BIC manages the Guinness Enterprise Centre (GEC) and the Space@DublinBIC Enterprise spaces in Dublin City both of which are committed to providing a supply of competitive, affordable, flexible working space in Dublin that is suitable for both incubating early stage businesses and for locating more established businesses.
- ▶ **Community & Collaboration** – Dublin BIC is a central player in the Dublin start-up ecosystem. It does this through active engagement with this community. This engagement takes the form of hosting workshops, events and conferences, as well as actively participating in ecosystem events.

Dublin BIC works primarily (but not exclusively) with clients who are on a pathway to becoming Enterprise Ireland clients, in particular those on the High Potential Start-Up programme. Dublin BIC delivers its programmes through a team of experienced business professionals and consultants.

ACCESSIBILITY

- ▶ Dublin BIC will provide a meeting room where appropriate in order to conduct business in a confidential manner.
- ▶ Dublin BIC BIC will ensure that our offices, facilities and resources are fully accessible in line with the Disability Act 2005.
- ▶ Any queries in relation to accessibility should be directed to the CEO/ Chair of Dublin BIC.

EQUALITY

In our dealings with customers we will ensure the rights to equal treatment established by equality legislation are upheld. Dublin BIC does not discriminate on the grounds of age, disability, gender, family status, race, religious belief, sexual orientation and membership of the traveller community.

COMMUNICATIONS

Dublin BIC will deal with your enquiry promptly and in a helpful, courteous and responsive manner.

- ▶ We will identify ourselves by name on answering the phone.
- ▶ Where a client seeks to meet a BIC staff member as far as is practicable this will be facilitated within five working days.
- ▶ All written communications from clients will be acknowledged within five working days of receipt.
- ▶ All emails received will be acknowledged within forty-eight hours of receipt.
- ▶ All telephone enquiries will be responded to within two working days. A mailbox recording facility will be in operation always.
- ▶ Written communications from the BIC will contain the name and contact details of the staff member dealing with your query/issue.

Dublin BIC is committed to providing quality client services. To ensure that our clients are satisfied with our service delivery standard we commit to undertaking regular reviews.

HOW TO MAKE A COMPLAINT

Our staff provide a professional service and will look to deliver the most expedient and relevant direction for its clients. Despite our best endeavours we recognise that things may not always meet customer expectations. We have a standard procedure in place to ensure that we investigate your complaint fully and fairly.

- ▶ Some complaints can be dealt with immediately. Where this is not possible we will acknowledge your complaint in writing or by telephone to confirm that we have understood your concerns correctly.
- ▶ We will investigate your complaint and respond within five working days of receipt. We will also inform you of any actions and endeavour to address your complaint with a view to resolving it a manner that is satisfactory to you.
- ▶ If you are not satisfied with this response you may raise your concerns at a more senior level by writing formally to the CEO or Chairman of Dublin BIC.