

Our commitment to you

The RSA Unit will treat all our customers fairly, with courtesy and strive to deliver a high quality service at all times. In that spirit we make the following commitments to you:

- No matter how you contact us, we will deal with your query/application promptly, efficiently and to the best of our ability. We will also be polite, friendly and fair in all our dealings with you. We will endeavour to answer all calls within 20 seconds
- We will respond in writing to you no later than three working days from receipt of an enquiry or within seven working days in the case of an enquiry which is particularly complex
- We will ensure that all our correspondence contains a contact name, telephone number and e-mail address
- We will provide as much information as possible to you in our application pack to assist you in completing your application
- We will give you advance notice of your test appointment for stages two and three to meet your requirements as far as is practicable
- Our ADI examiners will extend a friendly and professional welcome to you at our centres, and
- If you are not happy with the service you get we want you to know, any complaints will be dealt with promptly. We will investigate and address your complaint(s) and send a reply to you within 10 working days of the receipt of your complaint(s). Where it is not possible to meet this target, we will inform you and work to resolve the complaint as soon as is practicable and keep you informed of progress.

Where to get more information

- The RSA website www.rsa.ie
- Email us at [ADI query form](#)
- Phone us on 096 25000

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