

Why is a Customer Charter needed?

This Customer Charter sets out the level of service customers can expect when dealing with the National Cancer Registry.

Our Activities



Collect

We collect, classify, record & store information on all new cancer cases in Ireland



Analyse

We monitor and analyse trends and outcomes in different cancer types



Publish

We publish an annual report on cancer statistics and regularly produce publications on trends & projections



Disseminate

We promote & facilitate the use of the data we collect in research & in the planning & management of cancer services

Who We Are

Background

The National Cancer Registry was established by the Minister for Health in 1991, and is funded by the Department of Health. We are a population-based Registry and operate under a statutory order to collate cancer data from all Irish hospitals.

Mission

Our mission is to collect, analyse and disseminate comprehensive information to improve cancer outcomes.

Commitment

Our commitment to advancing cancer data collection and research to improve patient outcomes drives everything we do.



CUSTOMER CHARTER



353 (0)21 431 8014
Info@ncri.ie
www.ncri.ie
Cork Airport Business Park, T12 CDF7



Requests, Compliments, Comments & Complaints

NCRI welcomes contact and see it as an opportunity to service its customers as well as enhance or amend the services it provides. The appropriate NCRI contacts are provided below and on our website at www.ncri.ie.

NCRI aims to acknowledge receipt of contact within 2 working days. Where it is not possible to answer the query immediately NCRI will give timelines as to when you are likely to receive a full response.

There are a number of ways to contact NCRI:

- For general information and feedback: www.ncri.ie/contact
- To make a complaint about NCRI: complaints@ncri.ie
- To make a Freedom of Information request: dpo@ncri.ie
- To make a Subject Access Request: dpo@ncri.ie
- For data requests: info@ncri.ie
- For media inquiries: media@ncri.ie

VISIT OUR WEBSITE



www.ncri.ie



Customer Commitments

To make our service better, we ask that customers:

- Treat NCRI staff with courtesy and respect.
- Provide complete and accurate information to NCRI when requested to do so.
- Use appropriate channels for requests, complaints and other feedback.
- Provide feedback on what we have done well and where there is room for improvement.

Please note

NCRI staff have the right to terminate a telephone call if the caller is considered to be acting in an aggressive, offensive, abusive or intimidating manner. The staff member will advise the caller that the call will be terminated should the behaviour continue.

Customer Commitments

- NCRI will foster a culture of mutual respect with its stakeholders by engaging in a respectful, responsive and informed way.
- NCRI will put quality at the centre of all its work.
- NCRI will provide equal access to all groups and work to remove any barriers that may impact on accessibility.
- NCRI will provide information in simple, plain English (and Irish where required) and work to increase the availability of, and access to, information in a variety of ways.
- NCRI will welcome complaints and comments as a means of improving the way in which it work.
- NCRI will hold structured, meaningful consultations with stakeholders on the development and delivery of its services and ensure that there is effective input to and evaluation of its work.
- NCRI will support its staff to deliver a quality service.