

## Requests, Compliments, Comments and Complaints

We welcome contact and see it as an opportunity to service our customers as well as enhance or amend the services we provide. The appropriate NCRI contacts are provided below and on our website at [www.ncri.ie](http://www.ncri.ie). We aim to acknowledge receipt of contact within 2 working days. Where it is not possible to answer the query immediately we 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:**  
Tel: +353 (0) 21 4318014 Email: [info@ncri.ie](mailto:info@ncri.ie)  
Website: [www.ncri.ie/contact](http://www.ncri.ie/contact)
- **To make a complaint about NCRI:**  
Tel: +353 (0) 21 4318014 Email: [complaints@ncri.ie](mailto:complaints@ncri.ie)
- **To make a Freedom of Information request:**  
Tel: +353 (0)21 4548803 Email: [foi@ncri.ie](mailto:foi@ncri.ie)
- **To make a Subject Access Request:**  
Tel: +353 (0) 21 4318014 Email: [foi@ncri.ie](mailto:foi@ncri.ie)
- **For data requests:** Tel: +353 (0) 21 4318014  
Email: [data-requests@ncri.ie](mailto:data-requests@ncri.ie)  
Website: [www.ncri.ie/content/request-specific-grouped-data](http://www.ncri.ie/content/request-specific-grouped-data)
- **For media inquiries:** Tel: +353 (0) 21 4318014  
Email: [info@ncri.ie](mailto:info@ncri.ie)

Our offices are located in Cork at the address below.  
National Cancer Registry Ireland (NCRI)  
Building 6800, Cork Airport Business Park,  
Kinsale Road, Cork T12 CDF7

## How to Contact Us

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Building 6800,  
Cork Airport Business Park,  
Kinsale Road,  
Cork  
T12 CDF7

**Email:** [info@ncri.ie](mailto:info@ncri.ie)

**Office:** +353 (0)21 431 8014

**Website:** [www.ncri.ie/contact](http://www.ncri.ie/contact)



National  
Cancer  
Registry  
Ireland

## NATIONAL CANCER REGISTRY

*National Database on Cancer in Ireland*

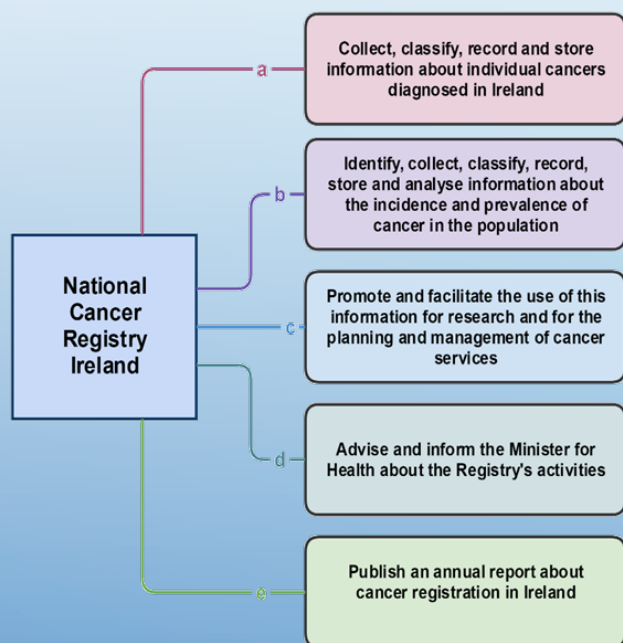
[www.ncri.ie](http://www.ncri.ie)

survival mortality  
incidence treatment

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## Who We Are and What We Do

Since our establishment in 1991, as a body under the aegis of the Department of Health (DoH), NCRI have worked to support cancer prevention, detection, treatment and support in Ireland by recording cancer incidence and providing insight to help inform the planning and implementation of cancer services. The NCRI has been collecting data and publishing information since 1994. Our functions (as set out in legislation [www.irishstatutebook.ie/eli/1991/si/19/made/en/print](http://www.irishstatutebook.ie/eli/1991/si/19/made/en/print) & [www.irishstatutebook.ie/eli/1996/si/293/made/en/print](http://www.irishstatutebook.ie/eli/1996/si/293/made/en/print)) are summarised graphically below.



## Our Mission

NCRI's mission is to capture data and communicate information on cancer patients nationally to support the improvement of cancer outcomes in Ireland. Our vision is to be a modern, dynamic and high-performing state resource, working collaboratively within the health system, and across the population, for the prevention, detection, treatment, management and support services for cancer in Ireland. In general, we aim to communicate information in a planned and proactive way, through publication of reports and statistics on our website, where practicable and compatible with data protection requirements, we will aim to provide further information.

NCRI is aware that its work impacts on a wide range of stakeholders, which include but is not limited to members of the public, service providers, academic institutions, relevant Government departments and agencies. The purpose of this charter is to set out our commitment to engaging with our stakeholders, in line with the Principles of Quality Customer Service for Customers and Clients of the Public Service and to improving our work wherever we can.

## Customer Responsibilities

**To make our service better, we ask that you:**

- Treat our staff with courtesy and respect.
- Provide complete and accurate information to us 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.

## NCRI Customer Commitments

- We will foster a culture of mutual respect with our stakeholders by engaging in a respectful, responsive and informed way. We will put quality at the centre of all our work.
- We will provide equal access to all groups and work to remove any barriers that may impact on accessibility.
- We 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.
- We will welcome your complaints and comments as a means of improving the way in which we work.
- We will hold structured, meaningful consultations with stakeholders on the development and delivery of our services and ensure that there is effective input to and evaluation of our work.
- We will support our staff to deliver a quality service.

Targets for each of these commitments will be set out in a Service Charter action plan (see [www.ncri.ie/about/customer-charter](http://www.ncri.ie/about/customer-charter) for updates).

*Please note that our 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.*