

An
Coimisiún
Pleanála

Customer Service Action Plan

2026 - 2028



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Executive Summary

This Customer Service Action Plan 2026-2028 sets out how An Coimisiún Pleanála (the Commission) will deliver and continually improve the services we provide to everyone who engages with us. It complements our [Customer Charter](#), which outlines the standards of service our customers can expect.

Whether you are engaging with the Commission for the first time or interact with us regularly, our aim is to provide a professional, accessible and responsive service that ensures fair and equitable access to the planning system for all our customers.

The Action Plan has been developed in support of the Commission's [Strategic Plan 2026-2028](#) and with reference to the [12 Principles of Quality Customer Service](#) for public sector organisations, as set out by the Department of Public Expenditure, Infrastructure, Public Reform and Digitisation.

It also reflects our commitment to equality, accessibility and inclusion and supports the Commission's obligations under the Public Sector Equality and Human Rights Duty contained in Section 42 of the Irish Human Rights and Equality Commission Act 2014.

Our work is guided by our core organisational values of **Efficiency and Effectiveness, Integrity, Transparency, Innovation and Respect**. These values shape how we communicate, how we deliver our services and how we engage with everyone who interacts with the Commission.

1. About An Coimisiún Pleanála

An Coimisiún Pleanála is Ireland's independent national planning decision-making body. The Commission performs a central role within Ireland's planning system by determining planning appeals, applications and other matters assigned to it under planning and other relevant legislation.

Our decisions influence the future development of our towns, cities and rural areas and can have a significant impact on individuals, communities, businesses and the environment.

People engage with the Commission at different stages of the planning process and for many different reasons. Some are familiar with planning legislation, while others may be engaging with the planning system for the first time. Whatever the reason for contacting us, our aim is to make every interaction professional, accessible and straightforward.

The Commission's statutory decisions are made independently, impartially and in accordance with the law. While customer service cannot influence the outcome of a planning case, it can ensure that every person engaging with the Commission receives clear information, understands our processes and is treated fairly and respectfully.

2. Our Customers

Our customers are everyone who engages with or is affected by the work of An Coimisiún Pleanála. We engage with a wide range of customers and stakeholders throughout the planning process, including:

- people who make applications, appeals, referrals, submissions and observations to the Commission;
- planning authorities, prescribed bodies and other organisations involved in the planning process;
- Government Departments and State agencies, including the Commission's parent Department, the Department of Housing, Local Government and Heritage;
- members of the public seeking information on casework and other matters; and
- consultants, contractors, suppliers and service providers working on behalf of the Commission.

The Commission also recognises its Governing Board, Planning Commissioners and staff as internal customers and supports them in the effective delivery of its statutory functions.

Customers and stakeholders engage with the Commission in a variety of ways throughout the planning process, including written correspondence, digital services, pre-application consultations and [oral hearings](#), where provided for under planning legislation.

We aim to make our services as accessible as reasonably practicable, provide clear and timely information, and support customers in understanding our processes. Where reasonable accommodation is required, we will work with customers to meet their individual needs.

3. What You Can Expect From Us

Good customer service is about more than responding to enquiries. It is about making information easy to access, communicating clearly, listening to feedback and continually improving the way we deliver our services.

When you engage with An Coimisiún Pleanála, you can expect us to:

- communicate clearly and use plain language wherever possible;
- provide information that is accurate, accessible and up to date;
- treat you professionally and with courtesy and respect;
- make our services as accessible and inclusive as reasonably practicable;
- in accordance with data protection legislation and the provisions of the Planning and Development Act, protect your privacy and correctly handle your personal information;
- explain our processes and procedures clearly;
- listen to your feedback and use it to improve our services; and
- continue to improve how we deliver our services through innovation and learning.

Our [Customer Charter](#) outlines the standards of service you can expect when dealing with the Commission. This Customer Service Action Plan explains how we will deliver and continually improve those standards.

4. Our Customer Service Commitments

Our approach to customer service is guided by the [12 Principles of Quality Customer Service](#) for public sector organisations, as set out by the Department of Public Expenditure, Infrastructure, Public Reform and Digitisation.

These principles provide the framework for the way we deliver our services and help us to ensure that our services remain accessible, responsive and focused on the needs of the customer.

The following sections explain each of the 12 principles and the practical actions we will take to deliver high-quality customer service and continually improve the experience of everyone who engages with the Commission.

Principle 1 – Quality Service Standards

Our Commitment

Everyone who engages with An Coimisiún Pleanála should receive a professional, consistent and reliable service.

Quality customer service is central to how we work. It means providing clear information, responding professionally, treating customers with respect and continually improving the services we provide.

We will:

- deliver services in a professional, courteous and respectful manner;
- publish and regularly review this Customer Service Action Plan;
- monitor our customer service standards and identify opportunities for improvement;
- support staff through customer service and equality training;
- use customer feedback to improve our services; and
- report on customer service performance through the Commission's governance arrangements and, where appropriate through our Annual Report.

Principle 2 – Equality / Diversity

Our Commitment

Everyone should be able to access the Commission's services fairly and without unnecessary barriers.

People engage with the Commission from many different backgrounds and may have different communication or accessibility needs. We are committed to ensuring that everyone has fair and equal access to our services through an inclusive, accessible and responsive approach to service delivery.

We will:

- treat every customer fairly, consistently and with dignity and respect;
- provide reasonable accommodation, where reasonably practicable;
- provide information in accessible formats where appropriate;
- use plain language wherever possible;
- continue to promote equality, diversity and inclusion through staff learning and development; and
- support the implementation of the Public Sector Equality and Human Rights Duty under Section 42 of the Irish Human Rights and Equality Commission Act 2014.

Principle 3 – Physical Access

Our Commitment

Building on our achievement of the Quality through Accessibility Award, we will work to ensure that our offices, facilities and services are accessible, welcoming and inclusive for everyone who engages with the Commission.

Accessibility is about more than our buildings. It also includes how customers access information, attend meetings and engage with the Commission.

We will:

- provide a welcoming and accessible environment for customers visiting our offices;
- review the accessibility of our premises and customer facilities on an ongoing basis;
- consider accessibility when arranging meetings and customer engagements;
- provide reasonable accommodation where requested and reasonably practicable;
- make information available in accessible formats where appropriate; and
- continue to identify opportunities to improve the accessibility of our services and facilities.

Principle 4 – Information

Our Commitment

Access to clear, accurate and timely information helps customers and stakeholders understand the planning process and engage confidently with the Commission. Our aim is to make information as easy as possible to find, understand and use, whether you are visiting our offices or accessing our services online.

We will:

- provide information that is accurate, up to date, accessible and written in plain language wherever possible;
- maintain an informative and user-friendly website with information on the Commission's functions, services, procedures and publications;
- publish decisions on appeals and other cases, together with associated Inspectors Reports, where applicable, following the signing of the decision order;
- publish monthly information on the performance of our key services and other corporate publications in accordance with our publication obligations;
- provide a public access service to enable customers to view decided case files and obtain copies of documents in accordance with the Commission's procedures. Further information on accessing decided case files is available [here](#));
- assist customers in accessing planning information, including supporting those who require help in navigating our website – www.pleanala.ie; and
- continue to expand the digitisation of planning records and improve online access to information and services.

Principle 5 – Timeliness and Courtesy

Our Commitment

Customers value timely information, clear communication and courteous service.

Most cases determined by the Commission are subject to timelines provided in the Planning and Development Act. Every effort is made to progress cases efficiently within the timeline while ensuring that each case receives the careful consideration required by law.

Although we cannot comment on the merits of individual planning cases or influence statutory decisions, you can expect clear explanations of our procedures, helpful assistance and respectful communication throughout your engagement with the Commission.

Telephone

When you contact us by telephone, we will:

- answer your call as promptly as possible;
- identify ourselves and the section you have contacted;
- listen carefully to your enquiry;
- provide helpful information or direct you to the appropriate person; and
- treat you courteously and respectfully at all times.

Our telephone lines are open from 9.15am to 5.30pm Monday to Friday.

Written and Electronic Correspondence

When you contact us by letter or email, we will:

- acknowledge all correspondence within 5 working days;
- provide clear and accurate information;

- use plain language wherever possible;
- advise you if additional time is needed to respond; and
- explain our processes and procedures clearly.

Visiting Our Offices

If you visit our offices, we will:

- provide a welcoming and professional environment;
- treat you with courtesy and respect;
- make every effort to accommodate accessibility requirements where reasonably practicable; and
- ensure that meetings are conducted professionally and respectfully.

See the [Contact Us](#) page for further information.

Principle 6 – Complaints

Our Commitment

We welcome feedback, including complaints, as an opportunity to improve the services we provide. If our service does not meet your expectations, we encourage you to let us know so that we can address your concerns fairly, promptly and consistently.

Our Customer Service Complaints Policy explains how to make a complaint, how complaints are managed and the service standards you can expect throughout the process.

We will:

- provide a clear, accessible and straightforward process for making a customer service complaint;
- acknowledge and manage complaints in accordance with the Commission's Customer Service Complaints Policy;
- treat complaints fairly, impartially and in confidence;
- keep complainants informed of the progress of their complaint, where appropriate; and
- use complaints and customer feedback to improve the services we provide.

Please note that the Commission's Customer Service Complaints Policy applies only to complaints about the standard of customer service provided by the Commission. It cannot be used to challenge, review or change a statutory planning decision.

Principle 7 – Appeals

Our Commitment

We are committed to providing a fair, transparent and independent review process for customers who remain dissatisfied following the outcome of a customer service complaint.

We will:

- provide an internal review process in accordance with the Customer Service Complaints Policy;
- ensure requests for review are considered by the Chief Executive Officer or a senior officer nominated by the Chief Executive Officer who has had no previous involvement in the complaint;
- communicate the outcome of reviews within our published service standards; and
- use learning arising from reviews to support continuous improvement in customer service delivery.

Separate statutory review and appeal mechanisms apply to certain matters, including requests made under the Freedom of Information Act (FOI), Access to Information on the Environment (AIE) regulations and Data Protection legislation. Decisions made by the Commission in the exercise of its statutory planning functions cannot be appealed within the Commission and may only be challenged by way of judicial review. Information on these statutory processes is available on the Commission's website – www.pleanala.ie.

Principle 8 – Consultation and Evaluation

Our Commitment

We value feedback from our customers and stakeholders and will use it to continually improve our services.

We will:

- provide a dedicated point of contact for customer service feedback through our Customer Service Officer at customerservice@pleanala.ie;
- consult with our customers and stakeholders on the delivery and continuous improvement of our services through a range of engagement methods, including in-person meetings, online forms and feedback mechanisms;
- seek feedback following customer interactions and, where appropriate, stakeholder engagement activities;
- use feedback to inform service improvements and organisational learning.

Principle 9 – Choice

Our Commitment

As Ireland’s national planning decision-making body, An Coimisiún Pleanála provides services to customers throughout the country.

Our aim is to make it as easy as possible to access our services and information. As technology continues to evolve, we will continue to improve how customers engage with the Commission while ensuring our services remain accessible to everyone.

We will:

- provide a range of ways for customers to access our services and information, including through our website, email, telephone, post and, and where appropriate, in person;
- continue to enhance our digital services, including expanding the range of case types that can be submitted online, building on our existing online appeals and online observation services, where feasible;
- ensure our services remain accessible to customers throughout the country by continuing to develop our services in line with emerging technologies and customer needs; and
- provide clear information about our [fees and charges](#) and the payment methods available.

Principle 10 – Official Languages Equality

Our Commitment

An Coimisiún Pleanála welcomes the use of the Irish language, and the organisation is fully committed to fulfilling its obligations and commitments in relation to official language equality under the Official Languages Act 2003, the Planning and Development Acts and our Customer Service Action Plan and Language Scheme.

We adopted our fourth [Language Scheme](#) under the Official Languages Act in 2015. This scheme seeks to build on previous schemes by maintaining and enhancing services through both official languages (Irish and English).

We will:

- provide services through Irish in accordance with our statutory obligations;
- ensure customers can communicate with the Commission through Irish, where provided for under the Official Languages Acts;
- maintain sufficient Irish language capability to support the delivery of our services;
- implement the commitments set out in the Commission's Official Languages Scheme; and
- continue to promote and develop the use of Irish in the delivery of our services.

Principle 11 – Better Coordination

Our Commitment

Many of our customers interact with a number of public bodies during the planning process.

Working collaboratively with our partners across the public service helps to provide a more consistent, joined up and efficient experience for customers.

We will:

- work collaboratively across the Commission to provide a consistent customer experience;
- participate in interdepartmental and cross-government forums, where appropriate, to ensure our approach to customer service reflects good practice across the public service;
- work with planning authorities, Government Departments, State agencies and other relevant public bodies, where appropriate, to support coordinated service delivery;
- provide clear information on the Commission's role and responsibilities within the planning system and direct customers to the appropriate organisation where an inquiry falls outside our statutory remit; and
- support the Government's digital transformation agenda by working collaboratively with relevant Departments and public bodies, in line with the Digital Ireland Framework and Connecting Government 2030, to promote more consistent, accessible and user-friendly digital services.

Principle 12 – Internal Customers

Our Commitment

We recognise that excellent customer service depends on knowledgeable, supported and engaged staff. We are committed to providing our staff with the training, guidance and resources they need to deliver a professional, accessible and responsive service.

We will:

- provide customer service, equality, accessibility and communications training to support the delivery of high-quality services;
- support continuous learning and professional development;
- provide opportunities for staff to share feedback and contribute to organisational improvement through engagement forums, including Town Hall meetings, the bi-annual Staff Climate Survey and other staff consultation initiatives;
- promote a respectful, inclusive and collaborative workplace; and
- encourage staff to identify opportunities to improve customer service and organisational performance.

5. Monitoring Our Performance

Providing high-quality customer service is an ongoing process. We will regularly review our performance against the commitments set out in this Customer Service Action Plan to ensure that our services continue to meet the needs and expectations of our customers.

We will do this by:

- monitoring customer feedback, compliments and complaints;
- reviewing customer service standards and key performance indicators;
- reviewing the accessibility and usability of our services and digital channels;
- monitoring progress in delivering the actions set out in this Plan; and
- identifying opportunities to improve the services we provide.

Progress will be reviewed through the Commission's governance arrangements and, where appropriate, reported in the Commission's Annual Report.

6. Working Together

Delivering excellent customer service is a shared responsibility. The Commission is committed to delivering a professional, courteous and accessible service to everyone who engages with us. In return, we ask our customers, stakeholders and visitors to engage with our staff in a courteous and respectful manner.

By working together, we can help ensure that enquiries are dealt with efficiently, communication is constructive and everyone can engage safely and respectfully with the Commission.

We encourage customers to:

- treat Commission staff, Planning Commissioners, Governing Board members, consultants, contractors and other customers with courtesy, dignity and respect;
- communicate clearly and provide relevant information to help us respond to enquiries;
- follow the Commission's published procedures and guidance relevant to the service you are using;
- keep appointments and attend meetings or [oral hearings](#), where arranged, or let us know if you are unable to attend;
- communicate with us in a respectful manner and refrain from using abusive, threatening, discriminatory or offensive language or behaviour; and
- respect the safety, wellbeing and privacy of staff, visitors and other customers.

The Commission is committed to maintaining a safe and respectful environment for everyone who engages with our services. Guidance on how the Commission manages instances of abusive, threatening or persistently unreasonable behaviour is set out in Appendix A – Respectful Engagement.

7. Contacting Us

We want to make it easy for you to contact An Coimisiún Pleanála and access the information and services you need. Many of our services and publications are available online. We encourage you to visit our website (www.pleanala.ie) in the first instance, where you can find information on our functions, planning procedures, decided cases, publications, guidance documents and other customer resources. If you cannot find the information you need online, or if you require assistance, our staff will be happy to help. You can contact us through the following channels:

Address An Coimisiún Pleanála,
64 Marlborough Street, Dublin 1, D01 V902.

Telephone (01) 858 8100 or Lo-call 1800 275 175

International Phone +353 1 858 8100

Email

Section	Email
Customer Service Officer	customerservice@pleanala.ie
Communications	communications@pleanala.ie
Freedom of Information (FOI)	foi@pleanala.ie
Access to Information on the Environment (AIE)	aie@pleanala.ie
Access Officer (Under the Disability Act 2005)	accessofficer@pleanala.ie
Privacy and Data Protection	dataprotection@pleanala.ie
Data Protection Officer	dpo@pleanala.ie
Normal Planning Appeals and all other appeals	appeals@pleanala.ie

Maritime Area Planning	marine@pleanala.ie
Strategic Infrastructure Development applications or pre-applications	sids@pleanala.ie
Local Authority Projects	laps@pleanala.ie
Viewing decided case files or requesting copies of documents on decided case files	publicaccess@pleanala.ie
Service of judicial review proceedings	legalaaffairs@pleanala.ie

If you require information in an accessible format or need reasonable accommodation to access our services, please let us know. We will work with you, where reasonably practicable, to support your needs.

Opening Hours

Monday	9.15am – 5.30pm
Tuesday	9.15am – 5.30pm
Wednesday	9.15am – 5.30pm
Thursday	9.15am – 5.30pm
Friday	9.15am – 5.30pm
Saturday	Closed
Sunday	Closed
Public holidays, Good Friday and certain other days	Closed

We are open throughout the day, and we do not close for lunch.

On certain other days when our office is closed, we will notify the public that we are closed. However, due to exceptional circumstances this might not always be possible. If you are unsure if our office will be open before you visit, please check our website www.pleanala.ie, or telephone 01 858 8100 or Lo-Call 1800 275 175 before you travel.

8. Review of the Customer Service Action Plan

This Customer Service Action Plan is intended to be a living document.

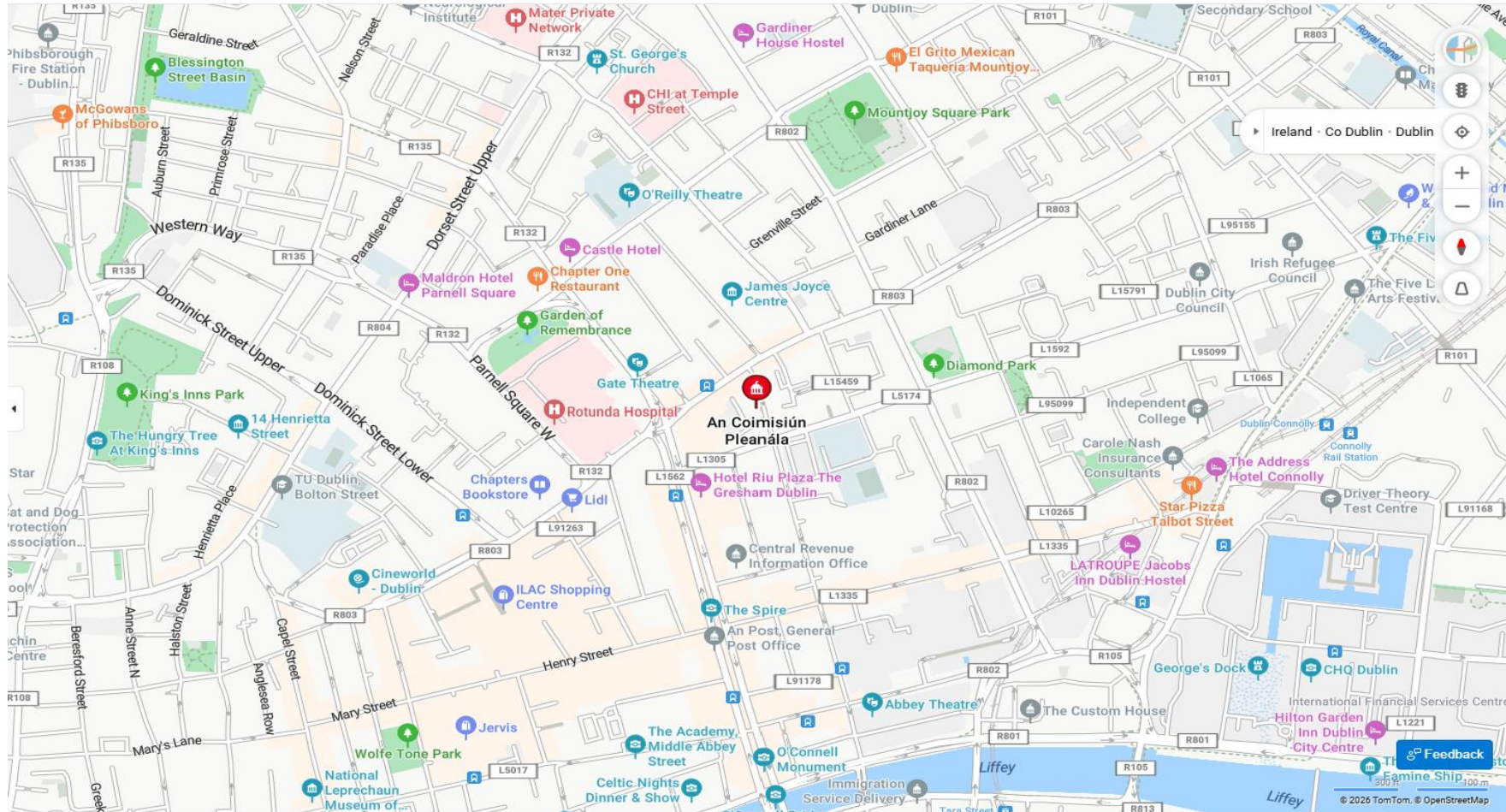
It will be reviewed regularly to ensure that it continues to reflect the needs of our customers, developments in legislation and public service best practice, and the Commission's strategic priorities.

9. Further Information

This Customer Service Action Plan should be read alongside a number of related policies and strategies, including:

- [Strategic Plan 2026-2028](#)
- [Customer Charter](#)
- [Customer Service Complaints Policy](#)
- [Public Sector Equality and Human Rights Duty Implementation Strategy and Action Plan](#)
- [Official Languages Scheme](#)
- [Accessibility Statement](#)
- [Data Protection Policy](#)
- [Freedom of Information \(FOI\) Scheme](#)

10. Location Details and Transport Options



Transport links

The offices of An Coimisiún Pleanála are readily accessible by car, bus, rail, LUAS, bicycle and on foot. The Journey Planner from Transport for Ireland is a comprehensive listing of public transport options and allows you to plan your journey times more accurately from any location in Ireland. The Planner covers bus, rail, tram, taxis, ferries and walking – 120 operators in total – with fully mapped-out route information, printable timetables and details of overall journey times. It can be accessed at the following link – [Journey Planner](#).

The Journey Planner App can also be downloaded, from the App store, your android play store or from www.transportforireland.ie.

By Bus

For the latest details on wheelchair accessible routes, real time bus information and general timetables in Dublin, see www.dublinbus.ie.

Busáras is a 10-minute walk away from Marlborough Street. For information on national bus services, see www.buseireann.ie.

Rail routes

The two main train stations in Dublin City are Connolly and Heuston. The Commission's offices are within walking distance of Connolly Station. Alternatively, the LUAS (Red Line) can be taken from Connolly Station to Abbey Street, which intersects Marlborough Street.

Heuston Station is located approximately 2 kilometers from our offices. There are bus links from Heuston Station, see www.dublinbus.ie. The LUAS (Red Line) also runs from Heuston Station to Abbey Street. For the latest rail routes and details, see www.irishrail.ie.

Walking and Cycling

A Dublin Bikes station is located on Cathal Brugha Street, beside the Commission's offices. Further information can be found at [Dublin Bikes](#).

Car/Taxis

Taxis are readily available throughout the city and can drop passengers directly outside the Commission's Offices at 64 Marlborough Street, Dublin 1.

If travelling by car, please use your preferred mapping service to plan your journey. Public car parking is available nearby, subject to availability.

An Coimisiún Pleanála is a partner in the Smarter Travel Workplace Programme and supports a sustainable transport policy for staff and visitors.

Thank you for taking the time to read our Customer Service Action Plan. We welcome your feedback as we continue to improve the services we provide.

Appendix A – Respectful Engagement

Our Commitment

An Coimisiún Pleanála is committed to providing a professional, courteous and respectful service to everyone who engages with the Commission. We recognise that planning matters are important and, at times, stressful. We welcome customer feedback and complaints and are committed to dealing with them fairly, consistently and respectfully.

The Commission also has a responsibility to provide a safe, respectful and supportive environment for its staff, Planning Commissioners, customers and visitors. This guidance sets out our expectations for respectful engagement and explains how the Commission may respond where customer behaviour becomes unreasonable.

Our Expectations for Respectful Behaviour

The vast majority of customers engage with the Commission in a courteous and respectful manner. However, behaviour may be considered unreasonable where it is abusive, threatening or places unreasonable demands on the Commission's staff or resources.

Examples of Unreasonable Behaviour

- using abusive, offensive, discriminatory or insulting language;
- threatening, intimidating or aggressive behaviour;
- harassment of staff, Planning Commissioners, customers or visitors;
- repeatedly raising the same issue after a final response has been provided without presenting new or relevant information;
- making excessive or unreasonable demands on staff time or Commission resources;
- refusing to follow reasonable instructions during meetings, oral hearings or engagements;
- behaviour that compromises the safety, wellbeing or dignity of others; or

- any other conduct that unreasonably disrupts the Commission's ability to deliver its services.

These examples are intended as a guide and are not exhaustive.

How We Will Respond

Where behaviour becomes unreasonable, the Commission may take reasonable and proportionate steps to protect its staff, Planning Commissioners, customers and visitors and to ensure the effective delivery of its services.

Depending on the circumstances, this may include:

- asking a customer to modify their behaviour;
- ending a telephone call, meeting or online engagement;
- requesting that future communication is made in writing;
- limiting contact to a nominated member of staff;
- asking a person to leave Commission premises; or
- taking any other reasonable and proportionate action necessary to protect the safety and wellbeing of those engaging with the Commission.

Where appropriate, the Commission will explain the reasons for any action taken. Any action taken under this guidance will be proportionate to the circumstances.

Further Information

This guidance should be read alongside the Commission's Customer Charter, Customer Service Complaints Policy and other customer information available on the Commission's website.

Where the Commission has published guidance relating to specific services or engagements, including [oral hearings](#), customers should familiarise themselves with that guidance before engaging with the Commission.

