HEADQUARTERS		
Roads Service Headquarters	**Clarence Court, 10 – 18 Adelaide Street, Belfast, BT2 8GB**	**(028) 9054 0540** **Email: roads@drdni.gov.uk**
Transportation & Engineering Policy Unit	**Clarence Court, 10 – 18 Adelaide Street, Belfast BT2 8GB**	**(028) 9054 0354** **Email: roads.transportation@drdni.gov.uk**

EASTERN DIVISION		
Divisional Headquarters	**Hydebank, 4 Hospital Road, Belfast, BT8 8JL**	**(028) 9025 3000(24 hours)** **Email: roads.eastern@drdni.gov.uk**
	Street Lighting Faults	**(028) 9025 3051**
Belfast North	148 – 158 Corporation Street, Belfast, BT1 3DH	(028) 9025 4098
Belfast South	1a Airport Road, Belfast, BT3 9DY	(028) 9025 4600
Castlereagh	Hydebank, 4 Hospital Road, Belfast, BT8 8JL	(028) 9025 3207
Lisburn	40a Benson Street, Lisburn, Co Antrim, BT2 2BG	(028) 9262 6666
Newtownabbey & Carrickfergus	148 – 158 Corporation Street, Belfast, BT1 3DH	(028) 9025 4057
North Down	72 Balloo Road, Bangor, Co Down, BT19 7PG	(028) 9127 9800

NORTHERN DIVISION		
Divisional Headquarters	**County Hall, Castlerock Road, Coleraine, Co Londonderry, BT51 3HS**	**(028) 7034 1300** **Email: roads.northern@drdni.gov.uk**
	Street Lighting Faults	**(028) 7034 1300**
	Street Lighting Faults (Londonderry only)	**(028) 7132 1600**
Antrim	Crown Buildings, 20 Castle Street, Antrim, Co Antrim, BT41 4JE	(028) 9442 6500
Ballymena & Larne	Ballykeel Depot, 190 Larne Road Link, Ballymena, Co Antrim, BT42 3HA	(028) 2566 2954
Ballymoney & Moyle	49 Queen Street, Ballymoney, Co Antrim, BT53 6JD	(028) 2766 2252
Coleraine	County Hall, Castlerock Road, Coleraine, Co Londonderry, BT51 3HS	(028) 7034 1300
Limavady	86 Main Street, Limavady, Co Londonderry, BT49 0ET	(028) 7776 2198
Londonderry	1 Crescent Road, Londonderry, BT47 2NQ	(028) 7132 1600

WESTERN DIVISION		
Divisional Headquarters	**County Hall, Drumragh Avenue, Omagh, Co Tyrone, BT79 7AF**	**(028) 8225 4111** **Email: roads.western@drdni.gov.uk**
	Street Lighting Faults	**(028) 8225 4111**
Cookstown	33 Moleworths Street, Cookstown, Co Tyrone, BT80 8NX	(028) 8676 2980
Dungannon	Main Street, Moygashel, Dungannon, Co Tyrone, BT71 1QR	(028) 8775 1251
Fermanagh	Castle Barracks, Enniskillen, Co Fermanagh, BT74 7HN	(028) 6634 3700
Omagh	32 Deverney Road, Arvalee, Omagh, Co Tyrone, BT79 0JJ	(028) 8225 4600
Magherafelt	30 Station Road, Magherafelt, Co Londonderry, BT45 5DN	(028) 7963 2308
Strabane	20 Derry Road, Strabane, Co Tyrone, BT82 8DX	(028) 7138 2982

SOUTHERN DIVISION		
Divisional Headquarters	**Marlborough House, Central Way, Craigavon, Co Armagh, BT64 1AD**	**(028) 3834 1144** **Email: roads.southern@drdni.gov.uk**
	Street Lighting Faults	**(028) 3833 5181**
Ards	Jubilee Road, Newtownards, Co Down, BT23 4YH	(028) 9181 9328
Armagh	17 Ballnahonemore Road, Armagh, Co Armagh, BT60 1JD	(028) 3752 9500
Banbridge	45 Newry Street, Banbridge, Co Down, BT32 3EA	(028) 4066 2466
Craigavon	Carn Industrial Estate, Portadown, Co Armagh, BT63 5RH	(028) 3833 8521
Down	129 Newcastle Road, Seaforde, Co Down, BT30 8PR	(028) 4481 2612
Newry & Mourne	1 Cecil Street, Newry, Co Down, BT35 6AU	(028) 3025 3333

Roads Service Consultancy	**Rathkeltair House, Market Street, Downpatrick, Co Down, BT30 6AJ**	**(028) 4461 2211** **Email: roads.consultancy@drdni.gov.uk**
Roads Service Direct	**County Hall, 182 Galgorm Road, Ballymena, Co Antrim, BT41 1QG**	**(028) 2565 3333** **Email: roads.direct@drdni.gov.uk**
Strangford Lough Ferry Service		**(028) 4488 1637**

ROADS SERVICE DIVISIONAL AND SECTION BOUNDARIES

Divisional HQs in Belfast, Craigavon, Coleraine and Omagh

Roads Service Consultancy

Roads Service Direct

Northern Division

1. Antrim
2. Ballymena & Larne
3. Ballymoney & Moyle
4. Coleraine
5. Limavady
6. Londonderry

Eastern Division

7. Belfast North
8. Belfast South
9. Castlereagh
10. Lisburn
11. Newtownabbey & Carrickfergus
12. North Down

Southern Division

13. Ards
14. Armagh
15. Banbridge
16. Craigavon
17. Down
18. Newry & Mourne

Western Division

19. Cookstown
20. Dungannon
21. Fermanagh
22. Omagh
23. Magherafelt
24. Strabane

Traffic Hotline for Greater Belfast
08457 123321
www.roadsni.gov.uk

ANSWERING YOUR COMPLAINTS

We consider a complaint to be any expression of dissatisfaction about the services we provide (including our standards of service and the manner in which we deal with customers). If you are not happy with any aspect of the services we provide you can telephone, visit, write to or email us.

We aim to:
- respond to all verbal complaints (those made by phone or during visits to us) by the end of the next working day; and
- issue substantive replies to 95% of written complaints (including faxes and emails) within 15 working days.

If a full investigation is going to take longer, we will let you know the reason and when you can expect a response.

Most problems can be sorted out at your local office. If you are not happy with our response at that level you should write to the Divisional Roads Manager for your area (contact details inside.)

If you are still not satisfied you may complain in writing to the Office of the Chief Executive, Roads Service, Clarence Court, 10 – 18 Adelaide Street, Belfast, BT2 8GB.

If you remain dissatisfied with the response form the Chief Executive, you can ask a member of the Northern Ireland Assembly (not necessarily your own) to refer your complaint to the Northern Ireland Ombudsman. The Ombudsman will expect you to have used the procedure outlined above before referring a complaint.

You can contact the Northern Ireland Ombudsman for advice by phoning (0800) 343424. This call is free of charge.

Strangford Lough Ferry Service

FURTHER INFORMATION

If you require any further information, the following publications and information leaflets are available from the address at the bottom of this page. Alternatively, you can view them on our website which can be found at www.roadsni.gov.uk Information on road works in your area can be found on our website http://www.roadsni.gov.uk/Roadworks.asp and real time traffic information is available from www.trafficwatchni.com

Publications:

- Corporate & Business Plan
- Annual Report & Accounts
- Environmental Handbook
- Northern Ireland Cycling Strategy
- Travel Survey for Northern Ireland
- On the Move

Information Leaflets:

- An Introduction to Roads Service
- Illegal Parking Restrictions
- M1/Westlink Project
- Winter Service
- Traffic Calming
- Disabled Parking Bays
- Motorway Emergency Telephones
- Motorway Control
- Controlled Pedestrian Crossings
- Street Lighting
- Traffic Management
- Belfast City Centre Car Parking
- Routine Maintenance
- Structural Maintenance
- Street Works
- Development Control and Private Streets

COMMUNICATIONS UNIT

Clarence Court
10 – 18 Adelaide Street
BELFAST BT2 8GB
Tel: (028) 9054 0473
Fax: (028) 9054 0437
Text Phone: (028) 9054 0022
roads.agencycommunicationsunit@drdni.gov.uk

Should you require this document in an accessible format e.g. large font, Braille, audio-cassette, minority ethnic language etc, please contact Communications Unit as above.

RSP 07/018

ROADS Service

Customer Charter

An Agency within the Department for Regional Development
www.drdni.gov.uk

INVESTOR IN PEOPLE

INTRODUCTION

Roads Service is an Executive Agency within the Department for Regional Development. This leaflet outlines the services that we are responsible for (and those we are not), how you can contact us and the standard of customer service you can expect from us.

WHAT WE DO

Roads Service is the sole road authority in Northern Ireland, responsible for just over 25,000km of public roads together with 9,000km of footways, 5,800 bridges, 257,500 street lights and 370 public car parks. Our main functions are to:

- maintain the road infrastructure to keep it safe, effective and reliable;
- improve the Strategic road network;
- manage the road network to promote its safe and efficient operation; and
- deliver quality services for our customers and stakeholders in a fair and equitable way.

Our services include:

- street lighting;
- repairing carriageway defects;
- provision and maintenance of traffic signals;
- road improvements;
- resurfacing;
- winter salting;
- Strangford Lough ferry service;
- off street car parks and parking enforcement;
- issuing of parking badges to people with disabilities; and
- cutting grass to keep sightlines clear.

We are not responsible for:

- street cleaning (local councils);
- street trading (local councils);
- street naming / plates (local councils);
- removal of abandoned cars (local councils);
- hedge cutting (land owner / occupier);
- road safety education (DOE); and
- parking spaces for people with disabilities on private property e.g. shopping centres (landowner / occupier).

WHERE TO FIND US

Our Headquarters is in Belfast with four Divisional Headquarters based in Belfast, Coleraine, Craigavon and Omagh. Each Division is divided into a number of sections that generally correspond to district council areas. Separate internal consultant and contractor units have their Headquarters in Downpatrick and Ballymena respectively. We also have a Transportation and Engineering Policy Unit based in Belfast.

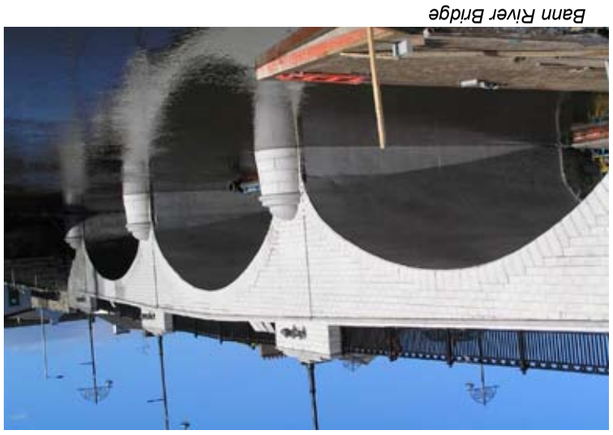
PARKING ENFORCEMENT

The responsibility for enforcing parking restrictions has been assumed by Roads Service (DRD) and mirrors best UK practice. Traffic attendants (working for National Car Parks Ltd on behalf of Roads Service) will provide the new enforcement service by issuing penalty charge notices (PCNs).

If you receive a PCN, information on how to pay will be provided on the back of the notice. You will be able to pay by credit or debit card over the telephone or on the internet, as well as postal payments by cheque or postal-order.

If you believe you have been wrongly issued with a PCN, there is a 3 stage appeals process to follow. Further details on the new procedures and the appeals process can be found on our website at www.roadsni.gov.uk/Parking/index.htm All challenges against a PCN must be submitted in writing to Roads Service, Parking Enforcement Processing Unit, County Hall, Castlerock Road, Coleraine, BT51 3HS.

If you have a query relating to the on-street enforcement operation or the management of our off-street charged car parks you can contact us in writing at Roads Service, Parking Enforcement Unit, R205 Clarence Court, 10 – 18 Adelaide Street, Belfast, BT2 8GB or by telephoning 08453000613.



Bann River Bridge

OUR COMMITMENTS

Our key objectives, targets and commitments that we seek to achieve are listed in detail within our Annual Corporate and Business Plan. Our performance against targets and commitments is reported in our Annual Report and Accounts.

CUSTOMER SERVICE

We place great importance on the provision of high quality services to our customers. When you contact or visit any of our offices you will be treated with courtesy and respect at all times. Our staff have been trained in customer care and will give their names in person, over the telephone and in correspondence. If any of our staff have reason to visit your property, they will contact you in advance to seek your permission and arrange a mutually acceptable time. Our staff will carry appropriate identification.

Our aim is to continually improve our customer service. Road users will be consulted about the quality of our services through regular market research. In addition to this we welcome comments on any aspects of our work which you feel we perform well at and suggestions on areas where you consider improvement could be made.

Ensuring compliance with the Human Rights Act 1998, Equality Obligations of the Northern Ireland Act 1998, Lifetime Opportunities (The Northern Ireland Anti Poverty and Social Exclusion Strategy) and the Disability Discrimination Act (DDA) 1995, is an integral part of our work ethos and plays an important role in our service to road users.

ANSWERING YOUR ENQUIRIES

You can make enquiries about any of our activities by telephoning, writing, emailing or calling in person to your nearest local or Divisional office (contact details inside). Our normal opening hours are 9.00am – 4.30pm. In addition we provide an after hours telephone service in each of our Divisions and a Traffic Hotline for the Greater Belfast area. You can report a fault via our website which can be found at www.roadsni.gov.uk

You should contact your local section office if you have a general query about road maintenance. If your query concerns traffic management or new road schemes, you should contact the Divisional Headquarters.

We aim to:
- respond to all verbal enquiries, (those made by phone or during visits to us) by the end of the next working day;
- reply to 90% of written enquiries, (including faxes and emails), within 15 working days and where a fuller investigation is required, we will let you know the likely duration, keep you informed of progress and respond as soon as possible;
- see all visitors to our offices at the appointed time; and
- respond to all information requested under the Freedom of Information Act 2000 within 20 working days of the request.