



Accessibility Statement

Disability Act 2005

The ERC aims to ensure that the needs of all of its customers, including people with disabilities, are met and that rights to equal treatment are upheld in delivering our services.

The [Disability Act 2005 \(irishstatutebook.ie\)](http://irishstatutebook.ie) provides a statutory basis for making public services accessible. Sections 25, 26, 27 and 28 of the Act place obligations on public bodies to make their public buildings, services and information accessible to people with disabilities.

Access Officers

Access Officers are appointed in accordance with section 26(2) of the Disability Act 2005. Access Officers are responsible for providing or arranging for, and coordinating assistance and guidance, to persons with disabilities accessing services provided and generally to act as a point of contact for people with disabilities wishing to access such services.

If you cannot fully access any information on this website, need help to use the ERC's information and services or need to contact the Access Officer in relation to access to our building, please contact the Access Officer as per details below.

Access Officer contact information:

Ms Anne Comey, Assistant Principal

Email: access.officer@erc.ie

Phone number: (01) 837 37 89 / 01 806 5222

Complaints

If you have a complaint about accessing the ERC's services and information please also contact the Access Officer as per details above, who will assist you in dealing with the issue. If it is not possible to resolve the matter and you wish to make a written complaint, the Access Officer will refer your complaint to the Senior Management Principal Officer.

Interpretation Services:

The ERC is committed to making its services accessible for all customers.

In compliance with the Irish Sign Language (ISL) Act 2017, should you require Irish Sign Language Interpretation Services, please email access.officer@erc.ie and we will organise for this service to be made available to you. As the service is external to the ERC we would

ask that you give us 14 days' notice of requiring such service, where possible, however we will endeavour to make this service available as quickly as possible. The provision of this service is free of charge.

Where other translation services are required, the ERC will aim to assist where possible. Again, as the service is external to the ERC we would ask that you give us 14 days' notice of requiring such service.

Document Control

<i>Document Owner:</i> PO Head of Governance and Compliance	<i>Status:</i> Approved	<i>Approver:</i> Principal Officer	<i>Date of issue:</i> 24/02/2023
<i>Security Classification:</i> <u>Low</u>	<i>Next Review Date:</i> 24/02/2025	<i>Version:</i> V1.A	