

1. OUR MISSION

Our mission statement is to lead Ireland's transition to a circular economy and sustainable future and our vision is for a society that is fair, inclusive and thrives within natural resource limits. We work towards the achievement of our mission through sustainable design principles, reuse, repair, remanufacturing, recycling; by advancing research and thought leadership and; by promoting new business models, such as sharing, renting or offering products as a service.

The Rediscovery Centre will endeavor to incorporate our six organisational values of sustainability, integrity, force for good, equality, collaboration and excellence into all areas of our work and customer experience. We are dedicated to the provision of a high level of service and pride ourselves with our commitment to you the Customer.

To find out more about our strategy please visit <http://www.rediscoverycentre.ie/about-us/rediscovery-centre-strategic-plan-2022-2026/> or scan the QR code below.

2. OUR MINIMUM STANDARDS

The Rediscovery Centre is committed to providing as enjoyable an experience as possible for everyone. At a minimum you can expect to be treated:

- In a fair and equal manner
- Promptly, professionally and courteously

3. MEETING ALL OF OUR NEEDS & RIGHTS

We will listen to your needs as a customer and try to provide you with the most relevant product or service information. We are also committed to respecting your statutory consumer rights.

We also prioritise staff wellbeing and dignity at work and as such reserve the right to refuse admission, goods or services at our discretion.

4. SUPPORTING A SAFE ENVIRONMENT

The Rediscovery Centre is committed to ensuring that all our premises are safe, clean and accessible to all.

5. WORKING IN THE COMMUNITY

The Rediscovery Centre values the local community and is committed to making Ballymun a great place to live, work and visit. Specifically, The Rediscovery Centre will support and invest in the local community by providing local employment, skills and training.

6. OUR QUALITY ASSURANCE

As a customer of The Rediscovery Centre, we aim to provide you with a high quality product and value for money. If you feel our products or those of our suppliers do not meet your expectations, please inform us as soon as possible so we can address the problem.

7. IF WE GET IT WRONG

If you have a complaint, we are committed to:

- Following our complaints procedure & implementing a correcting procedure if necessary
- Follow up your complaint within 30 days, which will be handled by a senior member of our staff
- Discussing the problem or issue with you
- Providing a full refund on products or services where appropriate
- To register a complaint please speak directly to a member of staff, call us on +353 1 8933801 or email info@rediscoverycentre.ie

8. WHEN WE GET IT RIGHT

Please feel free to tell us and others when you are happy with our services. We are on email, Facebook, Instagram, Twitter, LinkedIn and our website is www.rediscoverycentre.ie

