



IFI Customer Charter

Version 4.02





Customer Service Charter

Our Role

Inland Fisheries Ireland (IFI) is the statutory body responsible for the protection, management and conservation of the inland fisheries and sea angling resource in Ireland. Ireland has over 74,000 kilometres of rivers and streams, 144,000 hectares of lakes and 5,500km of coastline which fall under the jurisdiction of IFI.

This Charter sets out the standards of service you are entitled to expect from IFI for the period 2015-2017.

Mission Statement

To ensure that the valuable natural resources of inland fisheries and sea angling are conserved, managed, developed and promoted in their own right to generate positive return for the community and the environment.

Our Commitment to You

Inland Fisheries Ireland is committed to providing an efficient, courteous, respectful and professional service to all our stakeholders. This Customer Charter and Customer Action Plan (see Appendix II) will inform customers of the standards of service they can expect from IFI.

Equality and Diversity

We acknowledge the diversity of our customer base and will ensure that all our customers receive the same high quality of service.

Communicating With Us

By telephone

- We will answer all calls as promptly as possible, Monday to Friday excluding public holidays (see Appendix I for office hours).
- We will identify ourselves and our area of work, being helpful, courteous and professional at all times.
- Where it is necessary to transfer your call to another member of staff, where possible, we will tell you their name and their position within the organisation.
- When the person you wish to speak to is unavailable we will assist you in leaving a message with reception or on the individual's voicemail.
- We will respond to all voicemail messages promptly and as a general rule, aim to respond by the following day.
- Please note calls made to IFI mobiles from withheld numbers will be responded to if a message is left with details of the caller's name and number.

Written correspondence by letter, email or through social media

- We will acknowledge written correspondence within 5 working days of receipt.
- A full response to all correspondence will issue within 20 working days, or, where this is not possible, an interim reply will be given explaining the reason for the delay and advising when you can expect a full response.
- E-mails to '*office location*@' addresses will be acknowledged and referred to the appropriate areas of the organisation in the first instance, to be dealt with by the relevant staff member.



- IFI understands that social media is a 24/7 medium; however, we will not be in a position to respond to every comment on the IFI Facebook page. In the event that you wish to raise a query on fisheries related matters, we would ask that you do so by letter or email, providing your contact details and daytime telephone number.

Coming to see us at our public offices

- On arrival you will be welcomed at reception and we will aim to keep your waiting time to a minimum.
- All callers who have appointments will be received promptly when staff have been informed of their arrival.
- We will endeavour to accommodate you if you don't have an appointment.
- We will provide clean accessible offices and appropriate facilities for meetings. We will facilitate access for people with impaired mobility and others with specific needs.
- All visitors to our offices will be treated with respect and courtesy, ensuring that there is no discrimination.

Visits to our Laboratory and Fish Farm are by appointment only.

Please note that during certain periods of the year, particularly over the summer months, some of our staff will be involved in field work and may not be available at short notice.

Code of Conduct for Customers

You have an important role to play in assisting IFI in providing its services efficiently:

- Provide accurate information relevant to your query
- Quote reference numbers, where available, in all correspondence
- Familiarise yourself with the terms and conditions of schemes before filling out forms and provide all necessary supporting documentation
- Provide a daytime telephone number and email address, if available, in all correspondence
- If you need to visit IFI regarding a complex matter, please make an appointment in advance – this will ensure the appropriate staff member is available and can prepare for your meeting
- Treat staff of IFI with the same courtesy and cooperation you would like to receive
- Accord staff the due respect and freedom to carry out their duties and refrain from intimidating or threatening staff in any manner whatsoever. The following behaviour is not acceptable from any member of the public in any of our facilities, or in the provision of any of our services:
 - Harassment of staff by use of abusive, racist or threatening language
 - Use of violence or threat of violence towards staff members
 - Behaviour which is disruptive and interferes with delivering a quality customer service

Customers are advised that where a staff member feels that he/she is being subjected to such treatment, contact will be terminated.

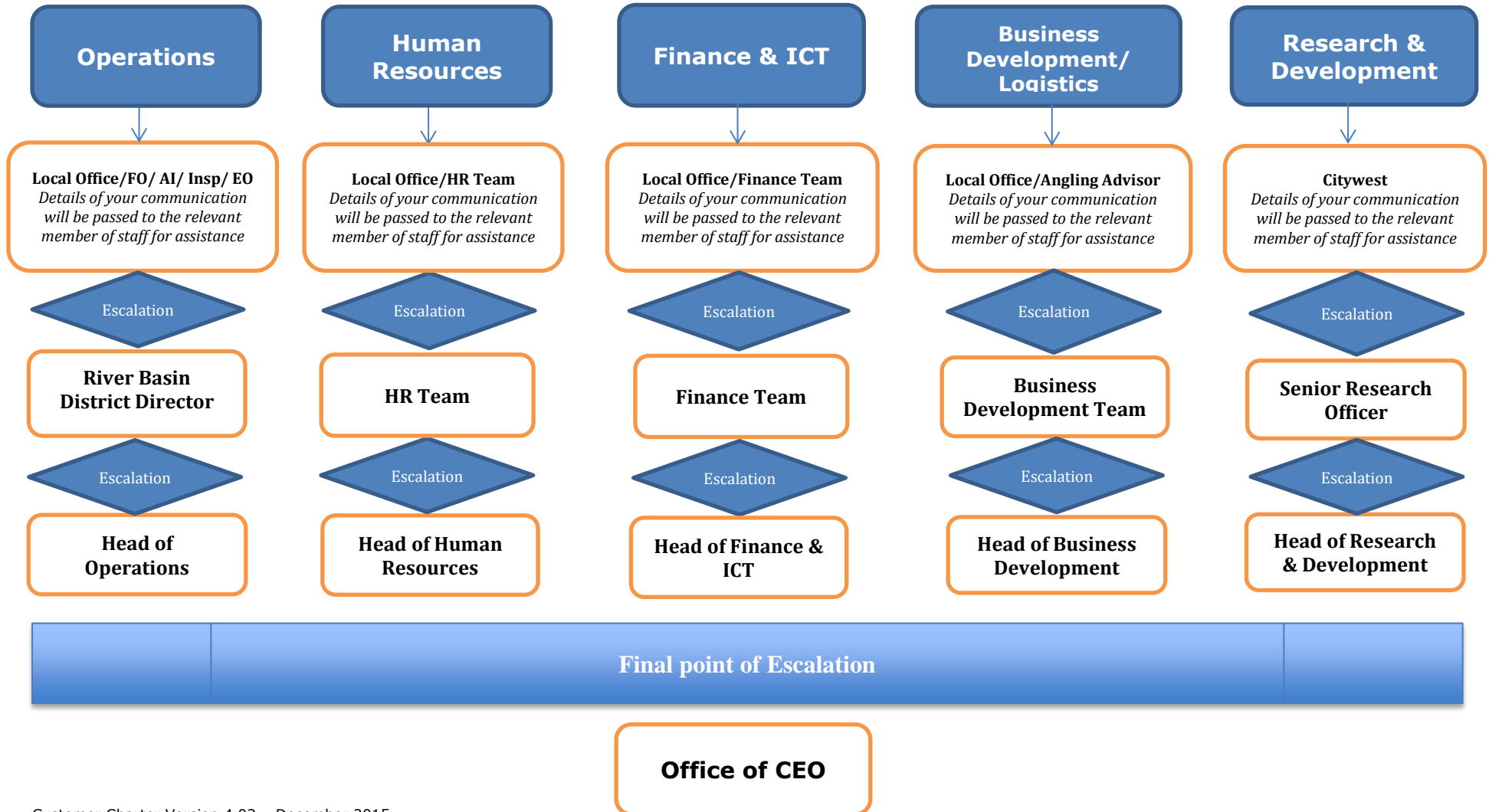
External Enquiry / Request Progression Diagram

- Our objective is to handle your query/request as efficiently as possible, every effort will be made to achieve this at a local level (where appropriate)
- Where this is not possible your query/request will be escalated to the next level in the organisation

External Enquiry/Request Progression Diagram

Query/ Request

Your communication is received by telephone, letter or email



In the Event of a Complaint

If you are unhappy with the service you have received you have the right to complain. All complaints will be dealt with promptly, fairly and impartially. Please see our complaints process FAQs

Official Languages

- If you write to us in Irish we will reply in Irish.
- We will make every effort to accommodate customers who wish to conduct their business through Irish.
- We will publish key documents and reports in both English and Irish.
- We will meet our commitments under the Official Languages Act 2003.

Information

- We will provide clear, accurate and up to date information.
- Publicly available documents and information leaflets will be available from our offices and on our website.

Consultation, Evaluation and Reporting

- We will consult with stakeholders on the major policy matters as appropriate. This may be done either directly or indirectly through research and consultation with representative groups or through the National Inland Fisheries Forum.
- All consultation documents will be concise, clearly laid out and written in simple language, avoiding jargon.
- We are committed to evaluating and improving the customer service we deliver and to reporting on that service in our annual report.

Internal Customer

- Inland Fisheries Ireland aims to recognise staff as internal customers and to ensure that they are properly supported and consulted with regard to service delivery issues.

Comment/Compliment

- We welcome and value your comments and suggestions. Please inform us of your views, comments or suggestions using the Your Comments facility on our website. This will assist us to tailor our services to fully meet your needs and serve you better.

Protect Our Valuable Natural Resource: 1890 34 74 24

Please report illegal fishing, water pollution or incidences of invasive species by calling the IFI national 24 hour confidential phone line on 1890 34 74 24 or, 1890 FISH 24.

Receiving timely information is critical to apprehending those responsible for damaging fish stocks or habitat and in preventing the spread of invasive species which can cause millions of euros of damage to the aquatic environment.



APPENDIX I

Inland Fisheries Ireland provides its services through 8 offices. For general enquiries call **01 8842600** or, email info@fisheriesireland.ie.

Inland Fisheries Ireland
(Headquarters)
3044 Lake Drive
Citywest Business Campus
Dublin D24 Y265

Tel +353 (0)1 8842 600
info@fisheriesireland.ie

Office Hours: 9.00am to 5.15pm Mon to Thurs
9.00am to 5.00pm Fri

IFI Galway
Western River Basin District
Teach Breac
Earl's Island
Galway H91 K6D2

Tel +353 (0)91 563118
galway@fisheriesireland.ie

Office Hours: 9.30am to 1.00pm
2.00pm to 5.30pm Mon to Fri

IFI Dublin
Eastern River Basin District
3044 Lake Drive
Citywest Business Campus
Dublin D24 Y265

Tel +353 (0)1 2787022
dublin@fisheriesireland.ie

Office Hours: 9.00am to 1.00pm
2.00pm to 5.00pm Mon to Fri

IFI Ballina
Western River Basin District
Ardnaree House
Abbey St., Ballina
Co Mayo F26 K029

Tel +353 (0)96 22788
ballina@fisheriesireland.ie

Office Hours: 9.00am to 1.00pm
2.00pm to 5.00pm Mon to Fri

IFI Clonmel
South Eastern River Basin District
Anglesea Street
Clonmel
Co. Tipperary E91 RD25

Tel +353 (0)52 6180 055
clonmel@fisheriesireland.ie

Office Hours: 9.00am to 1.00pm
2.00pm to 5.00pm Mon to Fri

IFI Limerick
Shannon River Basin District
Ashbourne Business Park
Dock Road
Limerick V94 NPEO

Tel +353 (0)61 300238
limerick@fisheriesireland.ie

Office Hours: 9.00am to 1.00pm
2.00pm to 5.00pm Mon to Fri

IFI Macroom
South Western River Basin District
Sunnyside House
Macroom
Co Cork P12 X602

Tel +353 (0)26 41222
macroom@fisheriesireland.ie

Office Hours: 9.15am to 1.00pm
2.00pm to 5.15pm Mon to Fri

IFI Ballyshannon
North Western River Basin District
Station Road
Ballyshannon
Co. Donegal F94 WV76

Tel +353 (0)71 9851435
ballyshannon@fisheriesireland.ie

Office Hours: 9.15am to 1.00pm
2.00pm to 5.15pm Mon to Thurs
2.00pm to 5.00pm Fri

PLEASE NOTE: It is general practice to close IFI offices on Christmas Eve and Good Friday



APPENDIX II

Customer Action Plan 2015-2017

Inland Fisheries Ireland is committed to providing and delivering the highest quality of service in accordance with the guiding principles of Quality Customer Service (QCS) which have been adopted across the public service and endorsed by Government.

The Customer Action Plan develops the commitments and standards set out in the customer charter.

QCS Principle 1: Quality Service Standards

Publish a statement that outlines the nature and quality of service which customers can expect, and display it prominently at the point of service delivery. IFI will;

No	Action Step	Performance Indicators
1.1	Publish the new Customer Charter and Customer Action Plan (CAP) 2015-2017 - available in electronic format and in print, on request	Publish during 2015
1.2	Display the Customer Charter prominently in all IFI's public and headquarters offices and website	Customer Charter on display in all offices and available on website
1.3	Ensure Customer Service is included as a competency in recruiting new staff to IFI	Ensure 'competency in customer service' is included in all job specs

QCS Principle 2: Equality / Diversity

Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community). Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services. IFI will;

No	Action Step	Performance Indicators
2.1	Comply with all equality legislation including the Employment Equality Act, 1998 and 2004, the Equal Status Act 2000 and the Civil Partnership and Certain Rights and Obligations of Cohabitants Act 2010	Ensure a positive attitude to equality and diversity, embracing difference in service delivery
2.2	Encourage participation of people with disadvantage/disabilities on IFI angling development initiatives	Report on the number of participants on initiatives

QCS Principle 3: Physical Access

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and facilitate access for people with disabilities and others with specific needs. IFI will;

No	Action Step	Performance Indicators
3.1	Regularly review compliance with accessibility regulations	Report on the number of reviews undertaken and record of compliance
3.2	Ensure all IFI locations comply with Health and Safety legislation	Safety Statements updated and implemented in all locations
3.3	Ensure locations can offer clients privacy if required	All locations with facilities to enable client privacy



QCS Principle 4: Information

Take a proactive approach in providing information that is clear, timely and accurate, is available at all point of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by information technology is fully availed of and that the information available on public service websites follows the highest standard web guidelines. Continue the drive for simplification of rules regulations, forms information leaflets and procedures. IFI will;

No	Action Step	Performance Indicators
4.1	Ensure staff are trained and sufficiently supported to provide quality service	Programmes in place are aligned to business needs
4.2	Ensure that customers personal information remain confidential	In line with Data Protection legislation
4.3	Publish IFI information in the clearest manner possible	<ul style="list-style-type: none"> - Number of press releases issued - Number of angling e-zine articles - Number of followers on IFI Facebook/ Twitter/ YouTube - Users accessing the website
4.4	Educational Programmes	<ul style="list-style-type: none"> - Number & nature of FAW events - Report on Something Fishy Programme

QCS Principle 5: Timelines and Courtesy

Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer. Give contact names in all communications to ensure ease of ongoing transactions. IFI will;

No	Action Step	Performance Indicators
5.1	Adhere to timelines and courtesy specified in the Customer Charter	Satisfaction levels among surveyed groups in relation to timelines and courtesy
5.2	Enable all staff to activate out of office email and message on office phones where appropriate (i.e. Headquarters)	That guidelines are circulated re: <ul style="list-style-type: none"> - Telephones with personalised voicemail - Out of office for email
5.3	Provide appropriate customer service skills training where required	Number of staff participating in customer service training

QCS Principle 6: Comments and Complaints

Maintain a well-publicised, accessible transparent and simple-to-use system of dealing with complaints about the quality of service provided. IFI will;

No	Action Step	Performance Indicators
6.1	Ensure complaints process is easy to understand and simple to use	Review customer feedback from the operation of the complaints system
6.2	Ensure Online Complaints Form available	<ul style="list-style-type: none"> - Form on IFI website - online comment form reviewed and actions identified

QCS Principle 7: Appeals

Maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services. IFI will;

No	Action Step	Performance Indicators
7.1	Advise dissatisfied customers of the appeals process	Procedure is available in Complaints Procedures on IFI website



QCS Principle 8: Consultation and Evaluation

Provide a structured approach to meaningful consultation with and participation by the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery. IFI will;

No	Action Step	Performance Indicators
8.1	Engage proactively with customers in advance of the development of new policies, schemes and programmes which will affect them	Number of public consultations
8.2	National Inland Fisheries Forum to meet at least 4 times a year (2 nd phase to commence 2016)	Number of stakeholder forum meetings

QCS Principle 9: Choice

Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of service. IFI will;

No	Action Step	Performance Indicators
9.1	Provide range of contact channels	Telephone, email, 24 Hour Confidential telephone number, written correspondence, social media
9.2	Provide enhanced payment facilities - Electronic facilities available where appropriate and consistent with IFI's payment & control policies	Review of customer payment requirements
9.3	Seek to progress and broaden the range of service available online	Review of licence/permit issued in line with pending legislation

QCS Principle 10: Irish Language

Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages. IFI will;

No	Action Step	Performance Indicators
10.1	Publish key publications e.g. Annual Report, Corporate Plan in Irish and English	Number of publications produced in Irish
10.2	Reply in Irish to all correspondence received in Irish	Number of inbound communications received and responded to in Irish

QCS Principle 11: Co-ordination

Encourage a more co-ordinated and integrated approach to delivery of public services. IFI will;

No	Action Step	Performance Indicators
11.1	Collaborate with other agencies and educational bodies in ensuring efficient delivery of services and relevant research and development on behalf of IFI	- Number of memoranda of understanding set up - Number of bursaries awarded

QCS Principle 12: Internal Customer

Aim to recognise staff as internal customer and that they are properly supported and consulted with regard to service delivery issues. IFI will;

No	Action Step	Performance Indicators
12.1	Implement and monitor closely, the response to the Staff Survey as set out IFI's Business Plan	Review results of staff survey and identify actions as a result
12.2	Common query list for reception staff at each office, identifying common queries and whom they should be directed to	Common query list developed by local management and staff and in place



APPENDIX III

Customer Complaints FAQs

In the first instance the complaint should be brought to the attention of the staff member or business unit with which you have been dealing.

If you are not satisfied with the response you can direct the complaint to the **IFI Complaints Officer** who will have your complaint reviewed and seek to resolve the matter for you. <http://www.fisheriesireland.ie/About-Us/making-a-comment-compliment-or-complaint.html>

What do I need to include in my complaint?

A written complaint should include:

- Who was involved?
- What happened and when?
- Where did it happen?
- What are you concerned about?
- Have you done anything else to resolve this matter?
- What do you want to happen now?

It will also assist the complaints officer if any extra information and/or copies of other relevant documents are attached to your written complaint.

What will happen next?

In the case of a comment or a compliment:

- We will send you a letter of acknowledgement if contact details are provided. All comments or compliments will be forwarded to the relevant service or staff member.
- A verbal complaint will be acknowledged as soon as possible by the relevant staff member.
- A written complaint will be acknowledged by a complaints officer in writing within five working days.

How will my complaint be dealt with?

Depending on the nature and seriousness of your complaint:

- A staff member/ manager will attempt to resolve your complaint locally **or**
- A complaints officer will look into the issues raised in your complaint.

How long will it take the complaints officer to look into my complaint?

- The complaints officer will look into your complaint within 30 working days of the date when it was acknowledged.
- If it takes longer to look into all the issues raised in your complaint the complaints officer will notify you within thirty working days and will give you an update on what is happening every twenty working days after that.

What do I do if I am not satisfied with the recommendations made by the complaints officer or the way my complaint was dealt with?

You may request an independent review of your complaint from the Office of the Ombudsman or Ombudsman for Children.



Office of the Ombudsman:

18 Lower Leeson Street
Dublin 2

Phone: 01 6785222

Email: ombudsman@ombudsman.irlgov.ie

Opening hours are between 9.15 and 5.30 from Monday to Thursday and 9.15 to 5.15 on Friday including lunchtime on each day.

Ombudsman for Children's Office:

Millennium House
52-56 Great Strand Street
Dublin 1

Free-phone: 1800 20 20 40

Phone: 01 865 6800

Email: oco@oco.ie

Website: <http://www.oco.ie>

Whilst we attempt to respond to all forms of correspondence quickly, when local investigation is required you will understand that this takes time, but we will always do our best to act quickly and efficiently. We promise to keep you updated regularly on progress made.

Still unsure how to make a complaint?

If you are still not sure how to make a complaint to IFI please contact us at the HR Department at 01 8842600 and we can assist you in making your complaint.