



Iascach Intíre Éireann
Inland Fisheries Ireland

Customer Service Charter - Action Plan 2023-2025

Name of Document:	Customer Service Charter - Action Plan 2023-2025			
Author (s):	Compliance Unit			
Description of Content:	Customer Service Charter & Action Plan 2023-2025			
Approved by:	Board Secretariat & Compliance Manager			
Date of Approval:	3 June 2025			
Revisions				
Revision Nr	Status	Author	Reviewed and Approved by	Date
V1	Approved	Governance Officer	Compliance Manager	3 June 2025

Customer Charter

Website link: <https://www.fisheriesireland.ie/customer-charter>

Charter in English: https://www.fisheriesireland.ie/sites/default/files/2024-11/ifi-customer-charter-2023-2025_english.pdf

Charter in Irish: https://www.fisheriesireland.ie/sites/default/files/2024-11/ifi-customer-charter-2023-2025_irish_0.pdf

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 they are being subjected to such treatment, contact will be terminated.

Customer Action Plan

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) 2023-2025 – available in electronic format, and in print on request	Publish as soon as possible
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 1998–2015 , the Equal Status Act 2015 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, e.g. quiet room for meetings

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. Training is coordinated through the Learning & Development Unit
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"> - Publications from Communications Unit - Users accessing the website - IFI Research team articles - Publication of IFI Corporate Plan every 5 years - Annual Report and Financial Statements each year
4.4	Educational Programmes	<ul style="list-style-type: none"> - Number & nature of Fisheries Awareness Week (FAW) events - Report on Something Fishy Programme - Report on Outreach programmes

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	<ul style="list-style-type: none"> - Monitor Customer Feedback inbox for indication of dissatisfaction, and follow up with relevant Unit. - Ensure this is highlighted in communications with staff on training days, Roadshows, Staff days.
5.2	Enable all staff to activate out-of-office email and message on office phones where appropriate (i.e. Headquarters)	<p>That guidelines are circulated re:</p> <ul style="list-style-type: none"> - Telephones with personalised voicemail - Supply text for email 'Out of office' in both English and Irish
5.3	Provide appropriate customer service skills training where required	<ul style="list-style-type: none"> - Identify relevant customer service training for different divisions of IFI.

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	IFI carry out public consultations through the National Inland Fisheries Forum (NIFF): https://www.fisheriesireland.ie/what-we-do/stakeholder-engagement Angling representatives, Commercial Fishermen, and IEN Network are joined by representatives from IFI, DHLGH, ESB Fisheries, Tourism Ireland, Loughs Agency, Waterways Ireland and Sustainability Water Network.
8.2	National Inland Fisheries Forum to meet at least 4 times a year (current 3-year cycle began May 2022)	Number of stakeholder forum meetings https://www.fisheriesireland.ie/what-we-do/stakeholder-engagement

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 services available online	Review of licence/permit issued in line with pending legislation

QCS Principle 10: Official Languages Equality

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	All statutory publications produced in Irish as per the Act.
10.2	Reply in Irish to all correspondence received in Irish	All communications received and responded to in Irish

QCS Principle 11: Better 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	Memoranda of Understanding set up Liaise with the Learning and Development Manager regarding collaboration with other agencies involved in similar activities.

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 in 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 to whom they should be directed	Common query list developed by local management and staff and in place

Appendix I – Inland Fisheries Ireland offices

Inland Fisheries Ireland provides its services through 8 offices.

For general enquiries call **01 884 2600** or email info@fisheriesireland.ie.

Below are the opening hours Monday–Friday of each office, and the Eircode.

Please Note: It is general practice to close IFI offices on Christmas Eve and Good Friday

