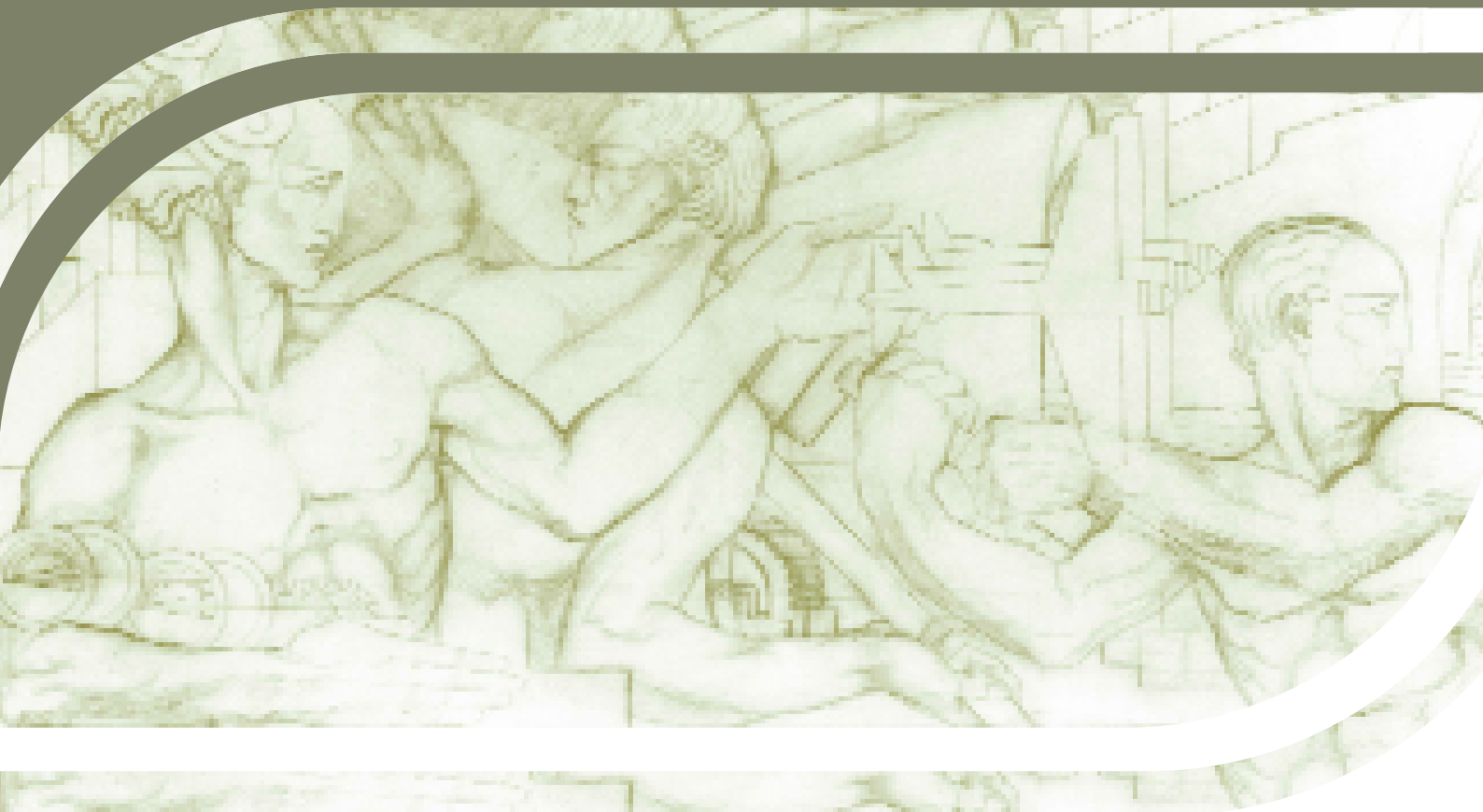


## CUSTOMER SERVICE ACTION PLAN 2005-2007



An Roinn Fiontar, Trádála agus Fostaíochta  
Department of Enterprise, Trade and Employment

# PRINCIPLES OF QUALITY CUSTOMER SERVICE

## For Customers and Clients of the Public Service

In our dealings with the public, Civil Service Departments and Public Service offices will:

### 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.

### 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.

### Physical Access

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

### Information

Take a proactive approach in providing information that is clear, timely and accurate, is available at all points 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 guidelines on web publication.

Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

### Timeliness 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.

### Complaints

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

### Appeals

Similarly, 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.

### 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.

### 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 delivery.

### 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.

### Better Co-ordination

Foster a more coordinated and integrated approach to delivery of public services.

### Internal Customer

Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

July 2000

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## FOREWORD BY MINISTER



My Department is committed to delivering the highest quality service to our customers and to ensuring continuous improvement in the standard of service that we provide. The delivery of a Quality Customer Service has been one of the main pillars of the Department since the publication of its first Strategy Statement in 1998.

This is my Department's third Customer Service Action Plan. It covers the years 2005 to 2007 and will build on the initiatives already in place since the Department's first Plan was launched in 1994.

This Customer Action Plan provides actions that further embed the 12 Principles of Quality Customer Service, adopted by Government in 2000, into the everyday business of the Department. In addition, the Plan gives further details on how the Department will implement its Customer Service Charter. The Charter represents a new phase in ensuring the delivery of excellent services and will enhance the quality and accountability of services provided to the public.

As Minister for Enterprise, Trade and Employment I am very much aware that my Department delivers services to a wide customer base that covers enterprise, science and innovation and quality work and learning. This Action Plan, together with the Department's Customer Charter, provides an excellent framework to ensure that this Department delivers an excellent service to all its customers.



Micheál Martin T.D.  
Minister for Enterprise, Trade & Employment

## INTRODUCTION BY SECRETARY GENERAL



Since the publication of its first Charter in 1997 the Department's goal has been to deliver the best possible service to its customers. This Customer Service Action Plan, which covers the years 2005 to 2007, builds on the work already achieved and sets out new actions through which we hope to further improve our service delivery.

In accordance with the Government Decision of December 2002 and the commitments made in Sustaining Progress the Department published its Customer Charter in August 2004. The Charter is a short statement describing the level of service a customer can expect from our Department. It establishes standards for the delivery of services and the Department will report on the level of performance against these standards in its Annual Reports.

In addition to our Customer Charter, the Department has implemented a significant number of other Quality Customer Service Initiatives.

During 2003, the Department continued its rolling programme of Customer Care Research in collaboration with the Institute of Public Administration. The Department's aim in commissioning this research was to develop an understanding of the perceptions and expectations of its varied customer base. The results of the research fed into the standards set in the Charter.

As an implementation mechanism for the twelve quality customer service principles, the Quality Customer Service Unit examined the 2003 and 2004 Business Plans of each of the Department's Business Units, using the principles as a template against which to assess each plan. The audits have increased the quantitative and qualitative adoption of the QCS principles in the Department's business plans, by setting standards and providing for performance measurement, as well as helping to promote and develop a customer service ethos throughout the Department.

The Department's website is a vital information channel for our customers and has been fully re-designed to conform to the highest standards of user accessibility. In 2003, the website was awarded the runner-up prize in the Public Sector Times eGovernment awards.

The Department is continually seeking to improve the services it delivers to its customers. Over the lifetime of this Action Plan we will work to the best of our ability to meet the standards set in this Action Plan and the Customer Charter.

A handwritten signature in black ink, appearing to read 'Sean Gorman'.

Sean Gorman  
Secretary General



# ROLE OF THE DEPARTMENT OF ENTERPRISE, TRADE AND EMPLOYMENT

## **Mission Statement: -**

***“We will work for Government and the people to grow quality employment and national competitiveness”***

The nature of the Department's responsibilities means that there is a great degree of co-operation and synergy between Divisions.

The Pillars of the Department's Strategy, as set out in the Statement of Strategy 2005-2007, are as follows:

- ◆ Enterprise, Innovation, Growth
- ◆ Quality Work and Learning
- ◆ Making Markets and Regulation Work Better
- ◆ Business Delivery, Modernisation and Customer Focus

The recently published Statement of Strategy 2005-2007 sets out the strategic goals, objectives and actions under each of the four pillars that will contribute to the achievement of the Department's overall goals, as set out in our mission statement above.

The Department is organised into seven Divisions as follows:

- ◆ Enterprise and Agencies
- ◆ Competitiveness and International Affairs
- ◆ Science, Technology and Intellectual Property
- ◆ Employment Rights and Industrial Relations
- ◆ Labour Force Development
- ◆ Competition, Consumer and Company Law
- ◆ Corporate Services and Economic Policy

# COMMITMENT TO THE PRINCIPLES OF QUALITY CUSTOMER SERVICE

## QUALITY SERVICE STANDARDS

**Principle: 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.**

The Department's commitment to quality service is set out in our Customer Charter published in August 2004 (see Appendix 1). The Charter describes the level of service our customers can expect to receive from us. Our Charter is on display in our buildings. It can also be downloaded from our website where it is available in English, Irish, French and German. A report on performance against the commitments made in the Charter will be published in the Department's Annual Report.

### Key Action Points

- ◆ Display Charter to advise customers of the standards they can expect from us.
- ◆ Make the Customer Charter and the Customer Action Plan available, either in hard copy or in electronic format, to any customer who wishes to have a copy.
- ◆ Develop appropriate systems to monitor performance against commitments made in the Charter.

## EQUALITY/DIVERSITY

**Principle: 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.**

Ireland is rapidly changing and the Department is aware of the importance of responding to this growing diversity by avoiding any procedures and practices that may be inadvertently discriminatory. Our policies and services will, therefore, be designed to ensure that the rights established by equality legislation are fully respected.

The Department has appointed an Equality Facilitator to work closely with the Department's Equality Group (a sub-Group of the Department's Partnership Committee which is broadly representative of grade, gender and location) on progression of the equality agenda within the Department. A work programme for the Equality Group has been agreed and is being progressed, with the support of the Equality Facilitator. A key part of the work of the Group is raising staff awareness of equality issues.

Another important element of the Department's equality policy is the provision of a range of programmes to increase awareness of equality issues. A number of training courses have already been delivered to some staff, including racism and disability awareness, with priority given to front-line staff and managers. It is intended to continue to deliver such awareness programmes.

### Key Action Points

- ◆ Progress the Equality Group's work programme with the support of the Department's Equality Facilitator.
- ◆ Identify and develop staff support initiatives in the areas of equality and diversity to ensure that staff are "disability aware" and recognise the importance of a non-discriminatory approach to service delivery.
- ◆ Fully utilise information and communication technology to improve the quality and range of access channels for our customers.
- ◆ Where possible, identify staff who are fluent in different languages so as to assist in delivering services to our customers.

## PHYSICAL ACCESS

**Principle: Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.**

The Department will continue to refurbish and improve facilities in all our premises, as needs are identified, with a continued emphasis on ensuring that our premises are increasingly accessible for people with disabilities.

### Key Action Points

- ◆ Continue to implement the refurbishment programme.
- ◆ Maintain existing accommodation to a standard acceptable to those who use it.
- ◆ Continued emphasis on health and safety issues.
- ◆ Make effective use of electronic service delivery to help transcend physical or geographic barriers to services.

## INFORMATION

**Principle: Take a proactive approach in providing information that is clear, timely and accurate, is available at all points 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 guidelines on web publication. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.**

The Department is committed to providing information to our customers that is clear, accurate and timely. We will ensure that this information is available at all points of contact, and will endeavour, as far as possible, to make it available in formats which meet the requirements of customers with special needs. All of the Department's key policy documents are available in English and Irish.

In 2004, the Department's website ([www.entemp.ie](http://www.entemp.ie)) was fully redesigned and enhanced. It contains information such as the Department's structure, services, functions and up-to-date press releases. Customers can download publications and forms and submit

queries to the Department via the website. The 2004 redesign made the site conformant with all Priority 2 checkpoints of the Web Content Accessibility Guidelines (WCAG). This means the site is fully accessible to our customers, including those with disabilities. There are a number of benefits in meeting these guidelines, including that the site is readable by screen readers, keyboard shortcuts can be used for navigation and the layout of the site resizes gracefully to the user's preference. The website is kept up to date by a team of web content controllers within the Department.

### Key Action Points

- ◆ Ensure that the Department's re-designed website continues to conform to the highest standards of user accessibility, offering our customers the information they require in a speedy and user-friendly manner. Our aim is that the website will:
  - ◆ Be accessible to all, including people with disabilities;
  - ◆ Provide up to date press releases and publications for download;
  - ◆ Provide facilities for queries, comments and complaints;
  - ◆ Provide useful contact details;
- ◆ Continue to develop the Department's intranet to improve the sharing of information across the Department.
- ◆ Ensure that information is available in a format appropriate to the customer's needs.
- ◆ Ensure that publications/forms issued by the Department are as simple and easy to understand as possible.
- ◆ Publish key Departmental documents simultaneously in English and Irish.

## TIMELINESS AND COURTESY

**Principle: 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.**

The Department is committed to delivering a quality service to all its customers by ensuring that they are dealt with in a timely fashion and treated with courtesy and sensitivity. We acknowledge that the way in which we interact with our customers is the cornerstone of our customer service policy. Our Customer Charter sets out the standards of service that our customers can expect when contacting us.

### Key Action Points

- ◆ Adhere to the key service standards set out in our Customer Charter.
- ◆ Deal with our customers in a respectful and efficient manner, being sensitive to their particular needs.
- ◆ Deal with all enquiries speedily and efficiently.
- ◆ Ensure that all staff give their name and section when answering telephone calls.
- ◆ Provide full contact details on all written communications in order to eliminate contact delays.

## COMPLAINTS

**Principle: Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.**

The Department introduced its first formal Complaints Procedure in July 2003. In doing so, the Department has provided for its

customers a well publicised, accessible and simple to use system of dealing with complaints about the quality of service provided. The introduction of a formal structure has provided a uniform procedure for complaints handling at business unit level. It is a form of feedback that has proved useful in highlighting areas of service delivery that could be improved. Complaints Officers have been appointed, both at local Business Unit and Divisional levels. The full text of our Complaints Procedure is available at Appendix 2.

While it is our aim to deliver a high quality service, we recognise that our customers have the right to complain if such a service is not delivered. Indeed, there may even, at times, be legitimate reasons why a particular service cannot be provided in the manner that customers are entitled to expect. We encourage customer comments, suggestions and views because we believe that this will help us to improve our service.

#### Key Action Points

- ◆ Publicise our Complaints Procedure at all main contact points.
- ◆ Continue to monitor and review comments and complaints received to improve service delivery.

## APPEALS

Similarly, 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.

The Department is committed to ensuring that customers are aware of the options available

to them when they are dissatisfied with the Department's decision in relation to the service they received. The appeals mechanisms that are in place in the Department are for the following services:

- ◆ Freedom of Information including up to the Information Commissioner;
- ◆ Export licenses;
- ◆ Applications from employees for redundancy lump sums;
- ◆ Licences under the Employment Agency Act 1971;
- ◆ Granting of a Work Permit;
- ◆ Applications in respect of claims administered under the Insolvency Payments Scheme.

If you are unhappy with the way the Department has dealt with your appeal, you have the right to approach the Office of the Ombudsman.

#### Key Action Points

- ◆ Review the provision of information available to customers in relation to the options available to them when they are dissatisfied with the Department's decisions in relation to services.
- ◆ Monitor the number of appeals received and use this information in effecting any necessary improvements to the quality of our services and decision-making.

## CONSULTATION AND EVALUATION

Principle: 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.

In order to set service delivery targets and objectives, we realise it is essential to identify the interests and needs of our customers. We have embarked on an extensive customer care research programme in collaboration with the Institute of Public Administration, the findings of which will assist us in the further development of service standards and benchmarks.

Regulation produced by the Department will be balanced, assessed in terms of its impacts and be more accessible. The Department will adhere to the six principles of Better Regulation set down in the Government White Paper - Regulating Better.

The six principles are Necessity, Effectiveness, Proportionality, Transparency, Accountability and Consistency.

The Department's Partnership Committee plays a significant role in internal consultation and provides a channel for widespread consultation with staff. Our Customer Charter and Customer Action Plan were developed in close consultation with the Partnership Committee.

We also encourage our customers to complete our comment card and web-based feedback form and welcome all comments, suggestions and views received.

### Key Action Points

- ◆ Ensure that customer comment and complaint forms are made available at reception areas and on the Department's website.
- ◆ Establish systems to measure and evaluate our standards of service provision.

- ◆ Ensure that the Department adheres to the 6 principles of better regulation when drafting legislation.
- ◆ Encourage use of website for consultation where appropriate.
- ◆ Continue the Customer Care Research programme.
- ◆ Continue to use the Department's Partnership Committee as a forum for consulting with our internal customers.

## CHOICE

**Principle: 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 delivery.**

We aim to maximise the level of choice available to our customers and will continue to examine ways in which we can improve our service delivery.

### Key Action Points

- ◆ Ensure that our customers are presented with multiple contact options when they contact the Department including reception areas, direct dial and lo-call telephone numbers, email and website addresses.
- ◆ Operate a voicemail service outside of normal office hours.
- ◆ Fully utilise information and communication technology to improve the efficiency and effectiveness of service delivery.
- ◆ Continue to extend multiple payment methods.

## OFFICIAL LANGUAGES EQUALITY

**Principle: 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.**

The Department undertakes to meet our obligations under the Official Languages Act 2003. We will seek to ensure that persons who wish to conduct their business through the medium of Irish are facilitated. Key Departmental documents will be published simultaneously in Irish and English and relevant notices and advertisements will be published bilingually. Staff will be actively encouraged to attend Irish language training courses.

### Key Action Points

- ◆ Respond in Irish to correspondence received in Irish.
- ◆ Simultaneously publish key Departmental documentation in Irish and English.
- ◆ Provide staff training to increase both the level of proficiency and the number of staff capable of providing a service through Irish. Front line staff, in particular, will be encouraged to improve their Irish language capability.
- ◆ Prepare a "Scheme" outlining the delivery of the Department's services in English, in Irish and bilingually.

## BETTER CO-ORDINATION

**Principle: Foster a more coordinated and integrated approach to delivery of public services.**

A significant number of functions of Government require input from a number of

Departments or Agencies in order to operate successfully. This requires the concerted effort of all parties, and regular contact with other Government Departments and Agencies is therefore an ongoing and key component of the way we do business.

This Department has an extremely broad remit, embracing a wide range of social and economic issues. We co-operate closely with many other Government Departments and agencies in the implementation of Government policy. This Department is playing its role in facilitating more seamless Government through the BASIS (Business Access to State Information & Services) ([www.basis.ie](http://www.basis.ie)) project and we are also actively involved with the OASIS (Online Access to Services, Information & Support) ([www.oasis.gov.ie](http://www.oasis.gov.ie)) and REACH ([www.reach.ie](http://www.reach.ie)) projects.

Some examples of cross-Departmental co-ordination mechanisms in place include:

- ◆ Develop and manage the BASIS project, a cross-departmental e-Government initiative, led by this Department, which will provide a service to the business community in order to make it easier to deal with Government through intelligent use of the Internet.
- ◆ Co-ordinate for the Research Technological Development and Innovation (RTDI) measure in the NDP Productive Sector Operational Programme and also for the efficiency of the National System of Innovation i.e. the links between Government, Business, 3<sup>rd</sup> Level Institutions and the State Agencies.
- ◆ Co-ordinate and develop Departmental views on environmental issues affecting industry. To ensure that a correct balance is

struck between the need for environmental protection and the competitive concerns of Irish business, there is significant cross-departmental co-operation with Department of Environment, Heritage and Local Government, other Government Departments, the industrial development agencies, industry representative bodies and other stakeholders.

- ◆ Contribute to the EU Employment Strategy and, in particular, production of the National Employment Action Plan, which incorporates the employment and labour market, related policies of all Government Departments.
- ◆ Develop economic migration policy in close consultation with other relevant Government Departments, notably the Department of Justice, Equality and Law Reform and the Department of Foreign Affairs.
- ◆ Implement the Life Long Learning Agenda, and specifically the recommendations falling within the ambit of this Department, through discussions and agreement with FAS.

### Key Action Points

- ◆ Continue to participate in the wide range of inter-departmental and inter-divisional networks.
- ◆ Review our relationship with other Government Departments and agencies, seeking to integrate services where greater efficiency and improved customer service can be achieved.
- ◆ Examine our internal coordination procedures with a view to strengthening and streamlining our coordination capacities.
- ◆ Participate in forthcoming projects under the eGovernment banner.

## INTERNAL CUSTOMER

**Principle: Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.**

We believe that in order to deliver an excellent service to our external customers, our internal customer service must be of a similar standard. The staff of the Department are the key to the delivery of a quality customer service. Consequently, we recognise the importance of having in place the structures needed to optimise the performance, motivation and capabilities of all staff.

We recognise the challenges and opportunities from the decentralisation process in devising new structures which support the delivery of Quality Customer Service.

### Key Action Points

- ◆ Consult with internal customers and establish appropriate standards which we can expect from each other.
- ◆ Develop an Internal Customer Charter.
- ◆ Ensure through our Human Resource, Performance Management and Training strategies that staff are given the best possible training and development opportunities.
- ◆ Ensure that all staff are fully briefed on the implications for them of the quality customer service standards set out in the Department's Customer Charter and the commitments in the Customer Action Plan.

## COMMITMENT TO SERVICE STANDARDS SET IN OUR CUSTOMER CHARTER

In this Customer Action Plan our commitment to the ongoing implementation of the principles of quality customer service will be deepened. In support of our recently published Customer Charter, in particular, the three QCS Principles of Information, Timeliness and Courtesy, and Choice, we will continue to provide the best service possible to our customers by adhering to the standards outlined below.

### CODE OF PRACTICE FOR TELEPHONE

When answering the telephone we aim to:

- ◆ Answer all telephone calls promptly and in a courteous manner;
- ◆ Ensure that switchboard operators state the name of the Department;
- ◆ Identify ourselves and give the name of our section;
- ◆ Offer to take the caller's number and call back if the query cannot be answered immediately;
- ◆ Inform the caller if it is necessary to transfer the call, and give the contact details of the person to whom the call is being transferred;
- ◆ Give Direct Dial-In (DDI) numbers wherever possible. This enables outside callers to contact Departmental personnel directly without going through the switchboard;
- ◆ Inform the caller of the Department's LoCall number – **1890 220 222** – which enables callers anywhere in the country to contact the Dublin switchboard at the local call rate.

### CODE OF PRACTICE FOR VOICEMAIL

In operating our voicemail system we will:

- ◆ Divert our calls to voice-mail or to another member of staff when we are absent from the office;
- ◆ Record up to date greetings and state when messages left will be accessed;
- ◆ Check voice mail messages on returning to our offices, and regularly throughout the working day.

### CODE OF PRACTICE FOR DEALING WITH CORRESPONDENCE

When contacting us by letter or email we aim to:

- ◆ Ensure centrally received mail is directed to the appropriate member of staff for reply;
- ◆ Issue an interim reply, if a definitive reply cannot issue within 15 working days, informing the correspondent that the matter is receiving attention and that a definitive reply will issue by a given date;
- ◆ Ensure that all replies carry a contact name and direct dial telephone number. If the sender lives outside the Dublin area, the LoCall number (1890 220 222) will also be supplied;
- ◆ Use simple language in our replies. If it proves necessary to use technical terms, these will be explained;
- ◆ Respond in Irish, should the customer choose to conduct their business through Irish.

## CODE OF PRACTICE FOR DEALING WITH VISITORS

When dealing with visitors we will:

- ◆ Arrange that when visitors arrive by prior appointment, they will be invited by reception staff to wait in the reception seating area and an appropriate staff member will attend to them punctually;
- ◆ Treat all visitors in a polite and courteous manner;
- ◆ Respect a visitor's privacy where there is a requirement for confidentiality;
- ◆ Ensure that our offices are accessible for people with disabilities and others with specific needs and comply with occupational and safety standards. Reception and waiting room facilities will be maintained to acceptable standards of cleanliness and comfort;
- ◆ Ensure reception staff are notified in advance of the visitor's name, organisation and scheduled time of appointment. Contact details of the Departmental official with whom the appointment has been made will also be provided.

## HELP US TO HELP YOU

To assist us in providing quality services to you, our customer, it would be appreciated if you could: -

- ◆ Quote reference numbers, where available, in all correspondence/communications with the Department;
- ◆ Ensure that all forms are fully completed and, where necessary, signed before submission;
- ◆ Provide all necessary supporting documentation;
- ◆ Ensure that application forms are

submitted in sufficient time where closing dates apply;

- ◆ Make an appointment in advance if intending to call to meet a specific person;
- ◆ Inform us in advance if you are unable to keep an appointment;
- ◆ Treat our staff with courtesy and respect.



# APPENDIX 1

## CUSTOMER CHARTER

The Department of Enterprise, Trade and Employment is committed to delivering the highest quality service to our customers and to ensuring continuous improvement in the standard of service that we provide.

### CONTACTING US

We will deal with your query as quickly as possible and in all our dealings with you we will be helpful, polite and courteous.

#### When contacting us by telephone we aim to:

- ◆ Answer 90% of calls within 20 seconds;
- ◆ Identify ourselves on answering;
- ◆ Deal with your query or arrange to call you when the information is available;
- ◆ Respond promptly when voice mails are received;
- ◆ Make it easy for you to contact us by providing a locall service at **1890 220222**.

#### When contacting us by letter or e-mail we aim to:

- ◆ Provide a full reply within 15 working days in 90% of cases. If this is not possible an interim reply will issue informing you when you can expect a full reply;
- ◆ Write in clear language;
- ◆ Provide contact name, telephone number, and address on all correspondence.

#### When coming to meet us in person we aim to:

- ◆ See you punctually at the scheduled time where appointments have been made;
- ◆ Provide clean, accessible and welcoming public offices that meet with health and safety standards;
- ◆ Facilitate access for people with disabilities and others with specific needs.

### WEBSITE

The Department's website at **www.entemp.ie** provides information in a customer focused manner on the activities of the Department.

Our aim is that the website will:

- ◆ Be accessible to all, including people with disabilities;
- ◆ Provide up to date press releases and publications for download;
- ◆ Provide facilities for queries, comments and complaints;
- ◆ Provide useful contact details.

### EQUALITY/DIVERSITY

We will raise equality and diversity awareness levels in the Department through training, information and communication. In our dealings with customers, we will ensure the rights to equal treatment established by equality legislation are upheld.

## COMPLAINTS

We will maintain a transparent and easy to use system of dealing with formal complaints about the quality of service provided. When a complaint is received it will be recorded, an acknowledgement will be issued within 2 working days, and a full reply will be issued within 17 working days.

Where possible, we will attempt to resolve the difficulties at the first line of contact. Where a complaint cannot be resolved at this level you will be able to pursue the complaint to a nominated person at Divisional level or, alternatively, to the Department's Customer Services Officer.

We will report annually on the level and nature of complaints received under this procedure.

## OFFICIAL LANGUAGES

Where you request to be dealt with in Irish we will do our best to facilitate you. We will:

- ◆ Reply in Irish where correspondence is received in Irish;
- ◆ Publish key Departmental documents simultaneously in Irish and English.

## SUBMITTING APPLICATIONS

When you submit an application under the **Freedom of Information Act** we aim to

- ◆ Acknowledge your application as soon as possible. Respond to your request within 20 working days of receipt, or will contact you where this is not possible.

When you submit an application for **Redundancy Payments** we aim to

- ◆ Pay out lump sums to employees within 4 weeks of receipt of a valid claim;

- ◆ Process rebates to employers within 10 weeks of receipt of a valid application.

When you submit an application for **Insolvency Payments** we aim to

- ◆ Process insolvency payments applications within 4 weeks of receipt of a valid claim.

When you submit an application for a **Work Permit** we aim to

- ◆ Issue a decision and where appropriate a work permit within 8 weeks of receipt of a valid application.

When you submit an application for an **Import Licence** we aim to

- ◆ Process an import licence within 2 working days of receipt of a valid application.

When you submit an application for an **Export Licence** for dual use products we aim to

- ◆ Issue an export licence within 1 week of receipt of a valid application and where no consultation is necessary.

## HELP US TO HELP YOU BY

- ◆ Completing all application forms carefully;
- ◆ Providing full and accurate information when you contact us;
- ◆ Letting us know in advance if you are unable to keep an appointment;
- ◆ Making comments or suggestions about the services you receive;
- ◆ Treating our staff with courtesy and respect.

## ADDITIONAL INFORMATION

Our Customer Charter is available in Irish and in electronic format on our website at [www.entemp.ie](http://www.entemp.ie).

### Contact Details

Mr. John P Kelly, the Quality Customer Service Officer, may be contacted directly at:

Quality Customer Service Unit  
Department of Enterprise, Trade &  
Employment  
Kildare Street  
Dublin 2

Telephone: (01) 631 2118 or 631 2114  
Email: [customerservice@entemp.ie](mailto:customerservice@entemp.ie)

### Other Useful Contacts

Employment Rights Information  
Telephone: (01) 631 3131  
Lo-Call: 1890 201615  
Email: [erinfo@entemp.ie](mailto:erinfo@entemp.ie)

Work Permits Information  
Telephone: (01) 631 3308 or 631 3333  
Lo-Call: 1890 201616  
Email: [workpermits@entemp.ie](mailto:workpermits@entemp.ie)

These Sections operate a telephone queuing system.

For more information on the services and standards that you can expect from the following Offices of the Department of Enterprise, Trade and Employment please contact the Office concerned.

Companies Registration Office  
[www.cro.ie](http://www.cro.ie)

Competition Authority  
[www.tca.ie](http://www.tca.ie)

Employment Appeals Tribunal  
[www.entemp.ie/employment/appeals](http://www.entemp.ie/employment/appeals)

Labour Court  
[www.labourcourt.ie](http://www.labourcourt.ie)

Labour Relation Commission  
[www.lrc.ie](http://www.lrc.ie)

Office of the Director of Consumer Affairs  
[www.odca.ie](http://www.odca.ie)

Office of the Director of Corporate  
Enforcement  
[www.odce.ie](http://www.odce.ie)

Office of the Registrar of Friendly Societies

Patents Office  
[www.patentsoffice.ie](http://www.patentsoffice.ie)

## APPENDIX 2

### DEPARTMENT'S COMPLAINTS PROCEDURE

#### OUR COMMITMENT

We are committed to promoting quality, openness and transparency in the delivery of our services to our customers, as set out in the Principles of Quality Customer Service adopted by Government in July 2000. We aim to meet these standards at all times. However, if you are not satisfied with the standard of service you receive or feel improvements could be made, we welcome your feedback and will deal with all comments and complaints thoroughly and fairly.

Any dissatisfaction with the manner in which the Department delivers its services will be dealt with promptly. An acknowledgement and full written reply will be sent within 17 working days of the complaint being received. Where necessary, we will ensure that the causes of complaint are rectified and not repeated in the future.

Should you remain dissatisfied, we will advise you of your statutory right to pursue the matter further with the Ombudsman.

#### ISSUES COVERED BY THE COMPLAINTS PROCEDURE

The Department's Complaints Procedure deals with complaints relating to the level and standard of service provided by us. If you feel the service you have received has been less than satisfactory we would like to hear from you.

If you feel an action or a decision of the Department that affects you is not in accordance with our rules or policies, you may appeal these decisions to the Department, to the Ombudsman or the Information Commissioner.

#### ISSUES NOT COVERED BY THE COMPLAINTS PROCEDURE

There are two main types of complaint not covered by the Procedure

- ◆ Complaints relating to services provided by offices, agencies or bodies under the aegis of the Department should be addressed directly to them. Full contact details are provided at Appendix 3.
- ◆ Issues which are currently being examined. If you have already made a complaint on this issue please be patient. We cannot deal with multiple complaints about the same issue.

## HOW DO YOU MAKE A COMPLAINT?

You can make a complaint by contacting the office concerned

- In person
- By phone or fax
- In writing
- By email
- By completing the Complaints Form online ([www.entemp.ie](http://www.entemp.ie))

Or by contacting the Department's Customer Service Unit

Tel: 01 – 631 2118 or 631 2114

E-mail: [customerservice@entemp.ie](mailto:customerservice@entemp.ie)

Fax: 01-631 2827

If there is anything that may affect your ability to make a complaint, please let the Department's Customer Service Officer know and we will make every effort to assist you.

## SEIRBHÍS TRÍ GHAELGE

Tabharfaimid gealltanais go ndéanfaimid gach iarracht dealáil le aon gearán as Gaeilge má iarrtar

*(We undertake to make every effort to deal with any complaint through Irish, if requested)*

## WHAT WE WILL DO

- ◆ On receipt of your complaint, a hard copy of the Department's complaints procedure will be forwarded to you.
- ◆ A member of staff in the Office concerned will process your complaint in the first instance and will do their best to resolve your complaint speedily and without undue fuss.
- ◆ When your complaint is received it will be

recorded and an acknowledgement issued within 2 working days. A full reply will be issued within 17 working days. Where possible an explanation and/or an undertaking to address the issue will be offered to you.

- ◆ If you are not happy with the Department's response, you will be advised to seek a review which will be handled by a Divisional Complaints Officer. You must seek this review within 17 working days of receipt of original reply.

## HOW DO YOU SEEK A REVIEW?

### WHEN REQUESTING A REVIEW

- You should complete a Complaints Form which is available from the Department or from our website ([www.entemp.ie](http://www.entemp.ie)).
- You should send the form to the Department within **17** working days of receipt of a response from the Business Unit concerned.
- Include the name of the person, section or division and the date on which the problem occurred.
- Indicate why you believe a particular service standard was breached, and give specific examples. You are also invited to include any other relevant background information to help us deal with your complaint efficiently.

An acknowledgement will be sent to you by the Divisional Complaints Officer within **2** working days and a full reply will be sent within **17** working days.

## REVIEW BY DEPARTMENT'S QUALITY CUSTOMER SERVICE OFFICER

Should you still remain dissatisfied with the Department's response, Mr. John P. Kelly, our Customer Complaints Officer will look into the matter further and come back to you with a decision. Mr. Kelly can be contacted at Tel: 01-631 2395 or by email at [john\\_p\\_kelly@entemp.ie](mailto:john_p_kelly@entemp.ie)

## THE ROLE OF THE OMBUDSMAN

If you are unhappy with the way the Department has dealt with your complaint, you have a statutory right to make a complaint to the Office of the Ombudsman.

The Ombudsman may be contacted at:

18 Lower Leeson Street,  
Dublin 2.  
Tel: (01) 639 5600 or 1890223030  
E-mail: [ombudsman@ombudsman.irlgov.ie](mailto:ombudsman@ombudsman.irlgov.ie)  
Web: [www.ombudsman.ie](http://www.ombudsman.ie)

## DIVISIONAL COMPLAINTS OFFICERS

### *Division*

#### **Corporate Services & Economic Policy**

##### *Complaint Officer*

Ms Cora Scully  
Kildare Street, Dublin 2  
Tel: (01) 631 2398  
Email: [cora\\_scully@entemp.ie](mailto:cora_scully@entemp.ie)

### *Division*

#### **Employments Rights & Industrial Relations**

##### *Complaint Officer*

Mr. Sean Ward,  
Davitt House,  
65A Adelaide Road, Dublin 2  
Tel: (01) 631 3044  
Email: [sean\\_ward@entemp.ie](mailto:sean_ward@entemp.ie)

### *Division*

#### **Enterprise & Agencies**

##### *Complaint Officer*

Mr. Michael Davitt,  
Kildare Street, Dublin 2  
Tel: (01) 631 2149  
Email: [michael\\_davitt@entemp.ie](mailto:michael_davitt@entemp.ie)

### *Division*

#### **Science & Technology & Intellectual Property**

##### *Complaint Officer*

Ms. Ellen Mac Cafferty,  
Kildare Street, Dublin 2  
Tel: (01) 631 2909  
Email: [ellen\\_maccafferty@entemp.ie](mailto:ellen_maccafferty@entemp.ie)

### *Division*

#### **Commerce, Consumers & Competition**

##### *Complaint Officer*

Mr. Dermot Sheridan,  
Earlsfort Centre,  
Lower Hatch Street, Dublin 2  
Tel: (01) 631 2718  
Email: [dermot\\_sheridan@entemp.ie](mailto:dermot_sheridan@entemp.ie)

### *Division*

#### **Labour Force Development**

##### *Complaint Officer*

Ms. Deirdre O'Higgins,  
Davitt House,  
65A Adelaide Road, Dublin 2  
Tel: (01) 631 3146  
Email: [deirdre\\_ohiggins@entemp.ie](mailto:deirdre_ohiggins@entemp.ie)

### *Division*

#### **Competitiveness & International Affairs**

##### *Complaint Officer*

Mr. Michael Greene,  
Earlsfort Centre,  
Lower Hatch Street, Dublin 2  
Tel: (01) 631 2530  
Email: [michael\\_greene@entemp.ie](mailto:michael_greene@entemp.ie)

## APPENDIX 3

### MAIN INFORMATION CONTACT POINTS WITHIN THE DEPARTMENT

Some of the main contact points in the Department are set out below:

#### THE INFORMATION & ORGANISATION RESOURCE UNIT

Addresses queries relating to general information on the Department, and acts as a referral point for those who are unclear whom they should contact within the Department. The contact details for the Unit are:

**Tel:** 01-631 2100  
**Lo-call:** 1890 220 222 (outside the 01 area)  
**Fax:** 01-631 2827  
**E-mail:** [info@entemp.ie](mailto:info@entemp.ie)

#### THE EMPLOYMENT RIGHTS INFORMATION SERVICE

Provides information on the wide range of employment legislation administered by the Department. It also offers information on the appropriate procedures under individual pieces of employment legislation. The contact details for the Unit are:

**Tel:** 01-631 3131  
**Lo-call:** 1890 221 615 (outside the 01 area)  
**Fax:** 01-631 3267  
**E-mail:** [erinfo@entemp.ie](mailto:erinfo@entemp.ie)

#### THE WORK PERMITS INFORMATION SERVICE

Deals with calls relating to the issue of work permits for non-EU/EEA nationals. The contact details for the Unit are:

**Tel:** 01-631 3333/3308  
**Lo-call:** 1890 201 616 (outside the 01 area)  
**Fax:** 01-631 3268  
**E-mail:** [workpermits@entemp.ie](mailto:workpermits@entemp.ie)

#### THE FREEDOM OF INFORMATION UNIT

Deals with requests under the FOI Act. Each person has a right to:

- ◆ Access to records held by the Department.
- ◆ Correction of personal information relating to oneself held by the Department where it is inaccurate, incomplete or misleading.
- ◆ Access to reasons for decisions made by the Department directly affecting oneself.
- ◆ The contact details for the Unit are:

**Tel:** 01-631 2317/2318/2319  
**Lo-call:** 1890 220 222 (outside the 01 area)  
**Fax:** 01-631 2301  
**E-mail:** [foiunit@entemp.ie](mailto:foiunit@entemp.ie)

## THE IMPORT LICENSING UNIT

Is responsible for issuing licences to importers in respect of goods subject to EU import restrictions such as quantitative restrictions or surveillance measures. The contact details for the Unit are:

**Tel:** 01-631 2541  
**Lo-call:** 1890 220 222 (outside the 01 area)  
**Fax:** 01-631 2562  
**E-mail:** [internal\\_market@entemp.ie](mailto:internal_market@entemp.ie)

## THE EXPORT LICENSING UNIT

Is responsible for managing controls on exports of dual use items, military items and items destined for countries to which trade sanctions apply. The contact details for the Unit are:

**Tel:** 01-631 2541  
**Lo-call:** 1890 220 222 (outside the 01 area)  
**Fax:** 01-631 2562  
**E-mail:** [internal\\_market@entemp.ie](mailto:internal_market@entemp.ie)

## THE INSOLVENCY PAYMENTS SECTION

Administers the Insolvency Payments Scheme to ensure payments of certain outstanding pay related debts, including arrears of wages, holiday pay and minimum notice entitlements to employees in cases where an employer is insolvent and comes within the scope of the Scheme. General information on the Insolvency Payments Scheme is available from the Employment Rights Information Unit. The contact details for the Unit are:

**Tel:** 01-631 3131  
**Lo-call:** 1890 201 615 (outside the 01 area)  
**Fax:** 01-631 3217  
**E-mail:** [erinfo@entemp.ie](mailto:erinfo@entemp.ie)

## THE REDUNDANCY PAYMENTS SECTION

Ensures the payments service is delivered to employers (payment of rebates) and to employees whose employers have failed to pay their statutory redundancy entitlements (payment of statutory redundancy lump sums). General information on the Redundancy Payments Scheme is available from the Employment Rights Information Unit. The contact details for the Unit are:

**Tel:** 01-631 3131  
**Lo-call:** 1890 201 615 (outside the 01 area)  
**Fax:** 01-631 3217  
**E-mail:** [erinfo@entemp.ie](mailto:erinfo@entemp.ie)

A number of offices and agencies operate under the aegis of the Department. We have brought the principles of quality customer service to the attention of these offices and agencies, who are listed below in Appendices 4 and 5.

## APPENDIX 4

### OFFICES ASSOCIATED WITH THE DEPARTMENT

#### COMPANIES REGISTRATION OFFICE

Parnell House,  
14 Parnell Square, Dublin 1

**Tel:** (01) 804 5200  
**LoCall:** 1890 220 226  
**E-mail:** [info@cro.ie](mailto:info@cro.ie)  
**Web:** [www.cro.ie](http://www.cro.ie)

#### COMPETITION AUTHORITY

Parnell House,  
14 Parnell Square, Dublin 1

**Tel:** (01) 804 5400  
**LoCall:** 1890 220 224  
**E-mail:** [info@tca.ie](mailto:info@tca.ie)  
**Web:** [www.tca.ie](http://www.tca.ie)

#### COUNTY ENTERPRISE BOARDS

#### EMPLOYMENT APPEALS TRIBUNAL

Davitt House,  
65A Adelaide Road, Dublin 2

**Tel:** (01) 631 2121  
**LoCall:** 1890 220 222  
**E-mail:** [webmaster@entemp.ie](mailto:webmaster@entemp.ie)  
**Web:** [www.entemp.ie/erir/empl\\_appeal.htm](http://www.entemp.ie/erir/empl_appeal.htm)

#### LABOUR RELATIONS COMMISSION

Tom Johnson House,  
Haddington Road, Dublin 4

**Tel:** (01) 613 6700  
**LoCall:** 1890 220 227  
**E-mail:** [labrc@iol.ie](mailto:labrc@iol.ie)  
**Web:** [www.lrc.ie](http://www.lrc.ie)

#### LABOUR COURT

Tom Johnson House,  
Haddington Road, Dublin 4

**Tel:** (01) 613 6666  
**LoCall:** 1890 220 228  
**E-mail:** [info@labourcourt.ie](mailto:info@labourcourt.ie)  
**Web:** [www.labourcourt.ie](http://www.labourcourt.ie)

#### OFFICE OF THE DIRECTOR OF CONSUMER AFFAIRS

4- 5 Harcourt Road, Dublin 2  
Norwich Union House, 89-90 South Mall, Cork

**Tel:** (01) 402 5500  
**Complaints/Enquiries:** (01) 402 5555  
**LoCall:** 1890 220 229  
**E-mail:** [odca@entemp.ie](mailto:odca@entemp.ie)  
**Web:** [www.odca.ie](http://www.odca.ie)

#### OFFICE OF THE DIRECTOR OF CORPORATE ENFORCEMENT

16 Parnell Square, Dublin 1

**Tel:** (01) 858 5700/ 858 5800  
**LoCall:** 1890 315 015  
**E-mail:** [info@odce.ie](mailto:info@odce.ie)  
**Web:** [www.odce.ie](http://www.odce.ie)

#### REGISTRY OF FRIENDLY SOCIETIES

Parnell House,  
14 Parnell Square, Dublin 1

**Tel:** (01) 804 5499  
**LoCall:** 1890 220 225

#### PATENTS OFFICE

Government Buildings,  
Hebron Road, Kilkenny

**Tel:** (056) 7720111  
**LoCall:** 1890 220 223  
**E-mail:** [patlib@entemp.ie](mailto:patlib@entemp.ie)  
**Web:** [www.patentsoffice.ie](http://www.patentsoffice.ie)

## APPENDIX 5

### STATE-SPONSORED BODIES UNDER THE REMIT OF THE DEPARTMENT

#### ENTERPRISE IRELAND

Wilton Park House, Wilton Place, Dublin 2  
Merrion Hall, Strand Rd, Sandymount, Dublin 4  
Glasnevin, Dublin 9  
**Tel:** (01) 808 2000  
**E-mail:** [info@enterprise-ireland.com](mailto:info@enterprise-ireland.com)  
**Web:** [www.enterprise-ireland.com](http://www.enterprise-ireland.com)

#### FAS

27-33 Upper Baggot Street,  
Dublin 4.  
**Tel:** (01) 607 0500  
**E-mail:** [info@fas.ie](mailto:info@fas.ie)  
**Web:** [www.fas.ie](http://www.fas.ie)

#### FORFAS

Wilton Park House,  
Wilton Place, Dublin 2  
**Tel:** (01) 607 3000  
**E-mail:** [info@forfas.ie](mailto:info@forfas.ie)  
**Web:** [www.forfas.ie](http://www.forfas.ie)

#### HEALTH & SAFETY AUTHORITY

10 Hogan Place, Dublin 2  
**Tel:** (01) 614 7000  
**E-mail:** [infotel@hsa.ie](mailto:infotel@hsa.ie)  
**Web:** [www.hsa.ie](http://www.hsa.ie)

#### IDA IRELAND

Wilton Park House,  
Wilton Place, Dublin 2  
**Tel:** (01) 603 4000  
**E-mail:** [idaireland@ida.ie](mailto:idaireland@ida.ie)  
**Web:** [www.idaireland.com](http://www.idaireland.com)

#### NATIONAL STANDARDS AUTHORITY OF IRELAND

Glasnevin, Dublin 9  
**Tel:** (01) 807 3800  
**E-mail:** [nsai@nsai.ie](mailto:nsai@nsai.ie)  
**Web:** [www.nsai.ie](http://www.nsai.ie)

#### NITRIGIN EIREANN TEORANTA

Department of Enterprise, Trade & Employment,  
Earlsfort Centre, 1-3 Lower Hatch Street, Dublin 2  
**Tel:** (01) 631 2486  
**E-mail:** [niamh\\_griffin@entemp.ie](mailto:niamh_griffin@entemp.ie)

#### SHANNON FREE AIRPORT DEVELOPMENT CO LTD (SFADCO)

Town Centre, Shannon, Co. Clare  
**Tel:** (061) 361 555  
**E-mail:** [info@shannon-dev.ie](mailto:info@shannon-dev.ie)  
**Web:** [www.shannon-dev.ie](http://www.shannon-dev.ie)

#### INTERTRADE IRELAND

The Old Gasworks Business Park,  
Kilmorey Street, Newry,  
Co. Down BT34 2DE  
**Tel:** (048) 3083 4100  
**E-mail:** [info@intertradeireland.com](mailto:info@intertradeireland.com)  
**Web:** [www.intertradeireland.com](http://www.intertradeireland.com)

#### SCIENCE FOUNDATION IRELAND

Wilton Park House,  
Wilton Place, Dublin 2  
**Tel:** (01) 607 3024  
**E-mail:** [webmaster@sfi.ie](mailto:webmaster@sfi.ie)  
**Web:** [www.sfi.ie](http://www.sfi.ie)





PLEAN GNÍOMHAÍOCHTA UM SHEIRBHÍS  
DO CHUSTAIMÉIRÍ 2005 - 2007



An Roinn Fiontar, Trádála agus Fostaíochta  
Department of Enterprise, Trade and Employment

# PRIONSABAIL NA SEIRBHÍSE D'ARDCHAIGHDEÁN DO CHUSTAIMÉIRÍ

## Do Chustaiméirí agus Cliant na Seirbhíse Poiblí

Inár ndéileálacha leis an bpobal, le Ranna na Státseirbhíse agus le hoifigí na Seirbhíse Poiblí, déanfaimidne:

### Caighdeán um Cháilíocht na Seirbhíse

Ráiteas a fhoilsiú ina n-implínítear bunbhri agus caighdeán na seirbhíse ar féidir custaiméirí a bheith ag dúil leo, agus é a chur ar taispeáint go suntasach ag pointe seachadta na seirbhíse.

### Comhionannas/Éagsúlacht

Na cearta chun cóir chomhionann a fháil atá bunaithe ag reachtaíocht an chomhionannais a chinntiú, agus an éagsúlacht a éascú, chun is go rannchuideofar leis an gcomhionannas do ghrúpaí a chuimsítear le reachtaíocht an chomhionannais (faoi réir fhorais na hinscne, an stádaís phósta, an chlaonta ghnéasúil, an chreidimh reiligiúnda, na haoise, an mhíchumais an chine agus ballraíochta den Lucht Siúil).

Bacainní a aithint agus chun oibriú i dtreo a ndíothaithe, a bhaineann leis an rochtain ar sheirbhísí do dhaoine faoi bhochtanas agus eisiámh sóisialta, agus dóibh siúd a bhuaileann i gcoinne bac tíreolaíochta le seirbhísí.

### Rochtain Fhísiciúil

Oifigí poiblí ar glan inrochtana iad a chinntiú an príobháideacht, a chomhlíonann caighdeán saothair agus sábháilteachta, agus mar chuid de seo, an rochtain a éascú do dhaoine le míchumais agus daoine eile le sainriachtanais.

### Faisnéis

Cur chuige onghníomhach a ghlacadh chun eolas a sholáthar ar soiléir tráthúil cruinn é, a bheidh ar fáil ag gach pointe teagmhála, agus a shásaíonn riachtanais na ndaoine le sainriachtanais. A chinntiú go dtapaítear go hiomlán an cumas a chuireann Teicneolaíocht na Faisnéise ar fáil agus go leanann an t-eolas a bhíonn ar fáil ar shuímh ghréasáin na seirbhísí poiblí de na treoirlínte um fhoilsiú gréasáin.

An feachtas um shimplíú na rialacha, na rialúcháin, na bhfoirmeacha, na mbileog eolais agus na nósanna imeachta a chur ar aghaidh.

### Tráthúlacht agus Cuirteis

Seirbhísí d'ardchaighdeán a sheachadadh le cuirteis, leochaileacht agus leis an moill is íosta, ag cothú thimpeallacht an mheasa fhrithpháirtigh idir an soláthróir agus an custaiméir.

Ainmneacha teagmhála a thabhairt i ngach cumarsáid le héascaíocht na n-idirbheart leanúnach a chinntiú.

### Gearáin

Córas poiblithe inrochtana trédhearcach agus so-úsáidte a chothabháil chun dul i ngleic le gearáin faoi chaighdeán na seirbhíse a sholáthraítear.

### Achomhairc

Cosúil leis sin, córas achomhairc/athbhreithnithe foirmiúlaithe, poiblithe, inrochtana, trédhearcach agus so-úsáidte a sholáthar do chustaiméirí a bhíonn míshásta le cinntí i ndáil le seirbhísí.

### Comhairliúchán agus Measúnú

Cur chuige struchtúrtha a sholáthar don chomhairliúchán bríomhar leis, agus do rannpháirteachas an chustaiméara i ndáil le forbairt, seachadadh agus athbhreithniú seirbhísí. A chinntiú go mbíonn measúnú ciallmhar ar sheachadadh seirbhíse ann.

### Rogha

Rogha a sholáthar, más féidir, i seachadadh na seirbhíse lena n-áirítear modhanna íocaíochta, suíomh na bpointí teagmhála, uaireanta oscailte agus tráthanna seachadta. Na teicneolaíochtaí atá ar fáil agus atá ag teacht chun cinn a úsáid chun an rochtain agus an rogha uasta, agus caighdeán an tseachadta, a chinntiú.

### Comhionannas na dTeangacha Oifigiúla

Seirbhísí den scoth a sholáthar trí mheán na Gaeilge agus/nó go dátheangach agus custaiméirí a chur ar an eolas faoina gceart rogha a dhéanamh go bpléifí leo trí mheán ceann amháin nó ceann eile de na teangacha oifigiúla.

### Comhordú níos Fearr

Cur chuige níos comhordaithe agus níos comhtháite um sheachadadh na seirbhísí poiblí a chothú.

### An Custaiméir Inmheánach

A chinntiú go n-aithnítear baill fhoirne mar chustaiméirí inmheánacha agus go dtugtar tacaíocht chúí dóibhsean agus go dtéitear ina gcomhairle maidir le saincheisteanna um sheachadadh seirbhíse.

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## BROLLACH LEIS AN AIRE



Tá mo Roinne tiomanta do sheachadadh an chaighdeán is airde de sheirbhís dár gcustaiméirí agus chun feabhsú leanúnach a chinntiú i gcaighdeán na seirbhíse a sholáthraímidne. Bhí seachadadh Sheirbhís den Scoth do Chustaiméirí ar cheann de phríomhchrainn taca na Roinne ó foilsíodh a céad Ráiteas Straitéise sa bhliain 1998.

Seo é an tríú Plean Gníomhaíochta um Sheirbhís do Chustaiméirí ag mo Roinne. Cuimsíonn sé na blianta idir 2005 agus 2007 agus tógfaidh sé ar na tionscnaimh atá i bhfeidhm cheana féin ó seoladh céad Phean na Roinne sa bhliain 1994.

Soláthraíonn an Plean Gníomhaíochta do Chustaiméirí seo gníomhartha a dhéanann tuilleadh leabaithe ar na 12 Prionsabal den tSeirbhís d'Ardchaighdeán do Chustaiméirí, ar ghlac an Rialtas leo sa bhliain 2000, isteach i ngnó laethúil na Roinne. Ina theannta sin, tugann an Plean tuilleadh mionsonraí ar conas a fhorghníomhóidh an Roinn a Cairt um Sheirbhís do Chustaiméirí. Feidhmíonn an Chairt seo mar chéim nua chun seachadadh seirbhísí den scoth a chinntiú agus feabhsóidh sí caighdeán agus cuntasacht na seirbhísí a sholáthraítear don phobal.

Is feasach go maith domsa, mar an tAire Fiontar, Trádála agus Fostaíochta, go seachadann mo Roinne seirbhísí go bonn leathan custaiméirí, a chuimsíonn an fhiontraíocht, an eolaíocht agus scoth an tsaothair agus an léinn. Soláthraíonn an Plean Gníomhaíochta seo, in éineacht le Cairt Chustaiméirí na Roinne, creatlach den scoth chun a chinntiú go seachadann an Roinn seo againne seirbhís den scoth do gach ceann dá custaiméirí.

Mícheál Martin T.D.

An tAire Fiontar, Trádála & Fostaíochta

## RÉAMHRÁ LEIS AN ARD-RÚNAÍ



Ó foilsíodh a céad Chairt sa bhliain 1997 i leith, is é sprioc na Roinne chun an tseirbhís is fearr agus is féidir a sheachadadh dá cuid custaiméirí. Tógann an Plean Gníomhaíochta um Sheirbhís do Chustaiméirí seo, a chuimsíonn na blianta idir 2005 agus 2007, ar an obair atá bainte amach cheana féin agus leagann amach gníomhartha úra trína bhfuil dúil againn seachadadh ár seirbhíse a fheabhsú a thuilleadh.

De réir Chinneadh an Rialtais i mí na Nollag na bliana 2000 agus na tiomantais a tugadh in Sustaining Progress, d'fhoilsigh an Roinn a Cairt um Chustaiméirí i mí Lúnasa na bliana 2004. Is ráiteas gearr atá sa Chairt a chuireann síos ar leibhéal na seirbhíse ar féidir le custaiméir a bheith ag dúil léi ónár Roinn-ne. Bunaíonn sí caighdeán um sheachadadh seirbhísí agus tuairsceoidh an Roinn faoi leibhéal na feidhmíochta os coinne na gcaighdeán sin ina Tuarascálacha Bliantúla.

I dteannta ár gCairte um Chustaiméirí, tá líon nach beag de Thionscnaimh um Sheirbhís d'Ardchaighdeán do Chustaiméirí curtha i bhfeidhm ag an Roinn.

I rith na bliana 2003, lean an Roinn ar aghaidh lena clár rollach um Thaighde sa Chúram Custaiméirí i gcomhoibriú le Foras an Riaracháin Phoiblí. Is í aidhm na Roinne i gcoimisiúnú na taighde seo ná tuiscint a fhorbairt um smaointe agus ionchais a bhoinn de chustaiméirí éagsúla. Chuir torthaí na taighde leis na caighdeán a leagadh amach sa Chairt.

Rinne Aonad na Seirbhíse d'Ardchaighdeán do Chustaiméirí imscrúdú ar Phleananna Gnó gach ceann d'Aonaid Ghnó na Roinne do na blianta 2003 agus 2004 mar mheicníochtaí forfheidhmithe chun críche an dá phrionsabal déag den dea-sheirbhís do chustaiméirí, ag úsáid na bprionsabal mar theimpléad le gach aon phlean a mheas os a choinne. Mhéadaigh na hiniúchtaí glacadh cainníochta agus cáilíochta na bprionsabal den tSeirbhís d'Ardchaighdeán do Chustaiméirí i bpleananna gnó na Roinne, trí chaighdeán a leagan agus trína fhoráil do thomhas na feidhmíochta, chomh maith lena bheith mar chuidiú chun éiteas seirbhíse custaiméirí a chur chun cinn agus a fhorbairt ar fud na Roinne.

Is foinse rí-thábhachtach faisnéise é suíomh gréasáin na Roinne dár gcustaiméirí agus athdhearadh go hiomlán é chun comhall leis na caighdeán is airde d'inrochtaineacht úsáideora. Bronnadh duais an dara háit ar an suíomh gréasáin sa bhliain 2003 i nGradaim ríomh-Rialtais an Public Sector Times.

Bíonn an Roinn ag iarraidh gan staonadh chun na seirbhísí a sheachadann sí dá custaiméirí a fheabhsú. Oibreimid le linn thréimhse an Phlean Gníomhaíochta seo dár seacht ndícheall chun na caighdeán a leagtar sa Phlean Gníomhaíochta seo agus sa Chairt do Chustaiméirí a shásamh.

Seán Gorman  
An tArd-Rúnaí



# RÓL NA ROINNE FIONTAR, TRÁDÁLA AGUS FOSTAÍOCHTA

## Ráiteas Misin: -

***“Oibreimid don Rialtas agus don phobal chun an fhostaíocht den scoth agus an t-iomaíochas náisiúnta a fhás”***

Is iad seo a leanas crainn taca Straitéis na Roinne, mar a leagtar amach i Ráiteas na Straitéise do na blianta 2005-2007:

- ◆ Fiontraíocht, Nuálaíocht, Forás
- ◆ Obair agus Foghlaim den Scoth
- ◆ Feidhmiú na Margaí agus na Rialúchán a Fheabhsú
- ◆ Seachadadh Gnó, Nuachóiriú agus Fócas ar Chustaiméirí

Leagann an Ráiteas Straitéise do na blianta 2005-2007 a foilsíodh le déanaí na spriocanna, cuspóirí agus gníomhartha straitéiseacha faoi gach ceann de na ceithre chrann taca a rannchuideoidh le gnóthachan chuspóirí foriomlána na Roinne, de réir mar a leagtar amach inár ráiteas misin thuas.

Tá an Roinn eagraithe ina seacht Rannóg, de réir seo a leanas:

- ◆ Fiontraíocht agus Gníomhaireachtaí
- ◆ An tIomaíochas agus Gnóthaí Idirnáisiúnta
- ◆ An Eolaíocht, An Teicneolaíocht agus an Mhaoin Intleachtúil
- ◆ Cearta na Fostaíochta agus Caidrimh Thionsclaíocha
- ◆ Forbairt Lucht an tSaothair

- ◆ Iomaíocht, Díl na dTomhaltóirí agus na gCuideachtaí
- ◆ Seirbhísí Corparáideacha agus Beartas Eacnamaíochta

Ciallaíonn bunbhrí fhreagrachtaí na Roinne go mbíonn roinnt mhaith comhoibrithe agus sinéirgíochta ar bun idir na Rannóga éagsúla.

# TIOMANTAS DO PHRIONSABAIL NA SEIRBHÍSE D'ARDCHAIGHDEÁN DO CHUSTAIMÉIRÍ

## CAIGHDEÁIN NA SEIRBHÍSE D'ARDCHAIGHDEÁN

**Prionsabal:** Ráiteas a fhoilsiú ina n-implínítear nádúr agus caighdeán na seirbhíse ar féidir custaiméirí a bheith ag dúil léi, agus é a chrochadh go suathinseach ag pointe seachadta na seirbhíse.

Leagtar amach tiomantas na Roinne don tseirbhís d'ardchaighdeán inár gCairt do Chustaiméirí a foilsíodh i mí Lúnasa na bliana 2004 (féach Aguisín 1). Tuairiscíonn an Chairt ar chaighdeán na seirbhíse lenar féidir ár gcustaiméirí a bheith ag dúil lena fáil uainne. Bíonn ár gCairt ar taispeáint inár bhfoirgnimh. Is féidir í a íoslódáil ónár suíomh gréasáin freisin, mar ar féidir í a fháil sa Bhéarla, sa Ghaeilge, sa Fhraincis agus sa Ghearmáinis. Foilseofar tuairisc um fheidhmíocht os coinne na dtiomantas a tugadh sa Chairt i dTuarascáil Bhliantúil na Roinne.

### Príomhphointí Gníomhartha

- ◆ An Chairt a thaispeáint chun custaiméirí a chomhairliú um na caighdeáin ar féidir leo a bheith ag dúil lena bhfáil uainne.
- ◆ An Chairt do Chustaiméirí agus an Plean Gníomhaíochta um Chustaiméirí a bheith ar fáil, i gcóip chrua nó i bhformáid leictreonach, chuig aon chustaiméir ar mian leo cóip a bheith acu.
- ◆ Córais iomchuí a fhorbairt chun monatóireacht a dhéanamh ar fheidhmíocht os coinne na dtiomantas a thugtar sa Chairt.

## COMHIONANNAS/ÉAGSÚLACHT

**Prionsabal:** Na cearta chun cóir chothrom a fháil atá bunaithe ag reachtaíocht an chomhionannais a chinntiú, agus an éagsúlacht a chóiriú, chun is go rannchuideofar leis an gcomhionannas do ghrúpaí a gcuimsíonn reachtaíocht an chomhionannais iad (faoi réir fhorais na hinscne, an stádais phósta, an chlaonta ghnéasúil, an chreidimh reiligiúnda, na haoise, an mhíchumais, an chine agus ballraíochta den Lucht Siúil). **Bacainní a aithint agus chun oibriú i dtreo a ndíothaithe, a bhaineann leis an rochtain ar sheirbhísí do dhaoine faoi bhochtanas agus eisiaim sóisialta, agus dóibh siúd a bhuaileann i gcoinne bac tíreolaíochta le seirbhísí.**

Tá Éire ag athrú go mear agus is feasach don Roinn an tábhacht a bhaineann leis an éagsúlacht seo atá ag fás trí aon nós imeachta agus cleachtas a sheachaint a d'fhéadfadh a bheith leatromach go neamhaireach. Dearfar ár mbeartais agus ár seirbhísí, mar sin, le go dtugtar lán-urraim do na cearta a bhunaítear le reachtaíocht an chomhionannais.

Tá Éascaitheoir Comhionannais ceaptha ag an Roinn chun oibriú go dlúth le Grúpa Comhionannais na Roinne (Fóghrúpa de Choiste Comhpháirtíochta na Roinne ar ionadaíoch é den chuid is mó do ghrád, inscne agus suíomh) um chur chun cinn chlár an chomhionannais laistigh den Roinn. Aontaíodh ar chlár oibre don Ghrúpa Comhionannais agus táthar á chur chun cinn, le tacaíocht ón



Éascaitheoir Comhionannais. Is eochairchuid d'obair an Ghrúpa é spreagadh fheasacht na foirne faoi shaincheisteanna comhionannais.

Tréith thábhachtach eile de bheartas comhionannais na Roinne is ea soláthar réimse clár chun feasacht a mhéadú um shaincheisteanna comhionannais. Tá roinnt cúrsaí oiliúna seachadta cheana féin do roinnt den fhoireann, lena n-áirítear ciníochas agus feasacht míchumais, le tosaíocht tugtha don fhoireann tosaigh agus do bhainisteoirí. Ceaptar go leanfar ar aghaidh le seachadadh clár feasachta mar sin.

### Príomhphointí Gníomhartha

- ◆ Clár oibre an Ghrúpa Chomhionannais a chur chun cinn le tacaíocht ó Éascaitheoir Comhionannais na Roinne.
- ◆ Tionscnaimh thacaíochta d'fhoireann a aithint agus a fhorbairt i limistéir an chomhionannais agus na héagsúlachta chun a chinntiú go mbíonn an fhoireann "feasach um míchumas" agus go n-aithníonn siad tábhacht cur chuige neamh-leatromach um sheachadadh seirbhísí.
- ◆ Teicneolaíochta na faisnéise agus na cumarsáide a úsáid go hiomlán chun caighdeán agus réimse na mbealaí rochtana a fheabhsú dár gcustaiméirí.
- ◆ Sa chás inar féidir, baill fhoirne a aithint ar líofa i dteangacha éagsúla iad chun is go gcuideoidís le seachadadh seirbhísí dár gcustaiméirí.

## ROCHTAIN FHSICIÚIL

**Prionsabal:** Oifigí poiblí ar glan inrochtana iad a sholáthar; a chinntíonn an phríobháideacht, a chomhlíonann le caighdeáin saothair agus sábháilteachta, agus mar chuid de seo, an rochtain a éascú

**do dhaoine le míchumais agus do dhaoine eile le sainriachtanais.**

Leanfaidh an Roinn uirthi ag athchóiriú agus ag feabhsú saoráidí i ngach ceann dár n-áitreabh, de réir mar a aithnítear iad, le béim leanúnach chun a chinntiú go mbíonn ár n-áitreabh níos inrochtana de réir a chéile do dhaoine le míchumais.

### Príomhphointí Gníomhartha

- ◆ Leanúint le cur i bhfeidhm an chláir athchóirithe.
- ◆ An chóiríocht atá ann a chothabháil go caighdeán ar inghlactha lena húsáideoirí é.
- ◆ Béim leanúnach ar shaincheisteanna sláinte agus sábháilteachta.
- ◆ Úsáid éifeachtach a bhaint as seachadadh leictreonach na seirbhísí chun cúnaimh le sárú na mbacainní fisiciúla nó tíreolaíochta ar sheirbhísí.

## FAISNÉIS

**Prionsabal:** Cur chuige onghníomhach a ghlacadh chun eolas a sholáthar ar soiléir tráthúil cruinn é, a bheidh ar fáil ag gach pointe teagmhála, agus a shásaíonn riachtanais na ndaoine le sainriachtanais. Chun a chinntiú go dtapaítear go hiomlán an cumas a chuireann Teicneolaíocht na Faisnéise ar fáil agus go leanann an t-eolas a bhíonn ar fáil ar shuímh ghréasáin na seirbhísí poiblí de na treoirlínte um fhoilsiú gréasáin. An feachtas um shimpliú na rialacha, na rialúchán, na bhfoirmeacha, na mbileog eolais agus na nósanna imeachta a chur ar aghaidh.

Tá tiomantas tugtha ag an Roinn chun faisnéis a sholáthar dár gcustaiméirí ar soiléir, cruinn agus tráthúil í. Cinnteoidimid go mbeidh an

fhaisnéis seo ar fáil ag gach pointe teagmhála, agus féachfaimid chuige, chomh fada agus is féidir, lena cur ar fáil i bhformáidí a shásaíonn riachtanais na gcustaiméirí le sainriachtanais. Bíonn gach ceann d'eochaircháipéisí na Roinne ar fáil sa Bhéarla agus sa Ghaeilge araon.

Le linn na bliana 2004 ab ea a athdhearadh agus a feabhsaíodh suíomh gréasáin na Roinne go huile is go hiomlán ([www.entemp.ie](http://www.entemp.ie)). Tá fhaisnéis ann ar nós struchtúr, seribhísí, feidhmeanna agus preas-ráitis suas chun dáta de chuid na Roinne. Is féidir le custaiméirí foilseacháin agus foirmeacha a íoslódáil agus fiosruithe a chur isteach chuig an Roinn trí mheán an tsuímh ghréasáin. Tá an suíomh ag comhall le gach seicphointe Thosaíocht 2 de chuid na dTreoirlínte um Inrochtaineacht Ábhair Ghréasáin (TIÁG) ó athdhearadh na bliana 2004 i leith. Ciallaíonn sé seo go mbíonn an suíomh lán-inrochtana dár gcustaiméirí, lena n-áirítear iad siúd le míchumais. Tagann roinnt sochar aníos le sásamh na dtreoirlínte sin, lena n-áirítear gur inléite é an suíomh ag léitheoirí scáileáin, gur féidir aicearraí méarchláir a úsáid um nascleanúint agus go n-athmhéadaíonn leagan amach an tsuímh go grásta de réir thosaíocht an úsáideora. Coinnítear an láithreán lín suas chun dáta le foireann rialtóirí ábhair ghréasáin laistigh den Roinn féin.

### Príomhphointí Gníomhartha

- ◆ A chinntiú go leanann láithreán lín athdheartha na Roinne air féin ag comhall leis na caighdeáin is airde d'inrochtaineacht úsáideoirí, ag tairiscint na faisnéise a theastaíonn ónár gcustaiméirí dóibhsean ar bhealach sciobtha agus áisiúil don úsáideoir. Is í ár n-aidhm ná go mbeidh an suíomh gréasáin:

- ◆ Inrochtana do chách, lena n-áirítear daoine le míchumais;
- ◆ IPreasráitis agus foilseacháin suas chun dáta a sholáthar lena n-íoslódáil;
- ◆ IÁiseanna a sholáthar d'fhiosruithe, moltaí agus gearáin;
- ◆ ISonraí teagmhála úsáideacha a sholáthar;
- ◆ Leanúint le forbairtí ar Inlín na Roinne chun comhroinnt na faisnéise trasna na Roinne a fheabhsú.
- ◆ A chinntiú go mbíonn eolas ar fáil i bhformáid ar cuí í do riachtanais an chustaiméara.
- ◆ A chinntiú go mbíonn foilseacháin/foirmeacha a eisíonn an Roinn chomh simplí sothuigthe agus is féidir.
- ◆ Eochaircháipéisí Rannacha a fhoilsiú go comhuaineach sa Ghaeilge agus sa Bhéarla araon.

## TRÁTHÚLACHT AGUS CUIRTÉIS

**Prionsabal: Seirbhísí d'ardchaighdeán a sholáthar le cuirtéis, leochaileacht agus leis an moill is íosta, ag cothú thimpeallacht an mheasa fhrithpháirtigh idir an soláthróir agus an custaiméir. Ainmneacha teagmhála a thabhairt i ngach cumarsáid le héascaíocht na n-idirbheart leanúnach a chinntiú.**

Tá an Roinn tiomanta do sheirbhís d'ardchaighdeán a sheachadadh dá custaiméirí go léir trína chinntiú go bpléitear leo ar bhonn tráthúil agus go gcaitear leo le cuirtéis agus leochaileacht. Aithnímid gurb í an chaoi ina n-idirghníomhaímid lenár gcustaiméirí an bhunchloch lenár mbeartas um sheirbhís do chustaiméirí. Socraíonn ár gCairt do Chustaiméirí na caighdeáin seirbhíse ar féidir



lenár gcustaiméirí a bheith ag dúil nuair a dhéantar teagmháil linn.

### Príomhphointí Gníomhartha

- ◆ Chun cloí le heochairchaighdeáin na seirbhíse mar a leagtar amach inár gCairt do Chustaiméirí.
- ◆ Chun plé lenár gcustaiméirí ar bhealach urramach éifeachtúil, agus a bheith aireach dá sainriachtanais.
- ◆ Chun plé le gach fiosrú go sciobtha agus go héifeachtúil.
- ◆ Chun a chinntiú go dtugann gach ball foirne a n-ainm agus rannóg nuair a bhítear ag freagairt glaonna teileafóin.
- ◆ Sonraí iomlána teagmhála a sholáthar ar gach cumarsáid scríofa chun is go ndíothófaí moilleanna teagmhála.

## GEARÁIN

**Prionsabal: Córas dea-phoiblithe inrochtana trédhearcach agus so-úsáidte a chothabháil chun dul i ngleic le gearáin faoi chaighdeán na seirbhíse a sholáthraítear.**

Thug an Roinn a céad Nós Imeachta foirmiúil um Ghearáin isteach i mí Iúil na bliana 2003. Is trí sin atá córas soláthraithe ag an Roinn dá custaiméirí ar inrochtana, dea-phoiblithe agus so-úsáidte é chun dul i ngleic le gearáin faoi chaighdeán na seirbhíse a sholáthraítear. Sholáthraigh tabhairt isteach struchtúir fhoirmiúil nós imeachta aonfhoirmeach um láimhseáil na ngearán ag leibhéal na n-aonad gnó. Is cineál aiseolais é a bhí áisiúil chun béim a léiriú ar limistéir an tseachadta seirbhíse a d'fhéadfaí a fheabhsú. Ceapadh Oifigigh Ghearán, ag leibhéal na nAonad Gnó áitiúil agus na Rannóg araon. Tá an téacs iomlán dár Nós Imeachta um Ghearáin ar fáil in Aguisín 2.

Cé go mbíonn sí mar aidhm againn seirbhís d'ardchaighdeán a sheachadadh, aithnímid go mbíonn an ceart ag ár gcustaiméirí gearán a thabhairt mura seachadtar an tseirbhís sin. D'fhéadfadh cúiseanna dlisteanacha a bheith ann ar uairibh, fiú, le nach féidir seirbhís faoi leith a sholáthar ar an gcaoi ina mbíonn sé i dteideal ag custaiméirí a bheith ag dúil léi. Spreagaimid moltaí, smaointe agus tuairimí na gcustaiméirí toisc go gcreidimid go gcuideoidh sé sin linn chun ár seirbhís a fheabhsú.

### Príomhphointí Gníomhartha

- ◆ Ár Nós Imeachta um Ghearáin a phoibliú ag gach príomhphointe teagmhála.
- ◆ Leanúint orainn ag monatóireacht agus ag athbhreithniú na moltaí agus na ngearán a fhaightear chun seachadadh seirbhísí a fheabhsú.

## ACHOMHAIRC

**Cosúil leis sin, córas achomhairc/athbhreithnithe foirmiúlaithe dea-phoiblithe inrochtana trédhearcach agus so-úsáidte a chothabháil do chustaiméirí a bhíonn míshásta le cinní i ndáil le seirbhísí.**

Tá an Roinn tiomanta chun a chinntiú gur feasach do dhaoine na roghanna atá ar fáil dóibhsean nuair a bhíonn siad míshásta le cinneadh na Roinne i ndáil leis an tseirbhís a fuair siad. Is do na seirbhísí seo a leanas atá na meicníochtaí achomhairc atá in alt sa Roinn:

- ◆ Saoráil na Faisnéise lena n-áirítear suas chuig an gCoimisinéir Faisnéise;
- ◆ Ceadúnais onnmhairithe;
- ◆ Iarratais ó fhostaithe um ollsuimeanna iomarcaíochta;

- ◆ Ceadúnais faoin Acht um Ghníomhaireacht Fostaíochta 1971;
- ◆ Ceadúnas Oibre a bhronnadh;
- ◆ Iarratais i ndáil le héilimh a riartar faoi Scéim na nÍocaíochtaí Dócmhainneachta.

Má bhíonn tú míshásta leis an gcaoi inar phléigh an Roinn le d'achomharcsa, bíonn an ceart reachtúil agat chun dul faoi dhéin Oifig an Ombudsman.

### Príomhphointí Gníomhartha

- ◆ Soláthar na faisnéise atá ar fáil do chustaiméirí a athbhreithniú i ndáil leis na roghanna a bhíonn ar fáil dóibhsean nuair a bhíonn siad míshásta le cinntí na Roinne i dtaca le seirbhísí.
- ◆ Monatóireacht a dhéanamh ar líon na n-achomharc a fuarthas agus an fhaisnéis seo a úsáid chun aon fheabhsúcháin riachtanacha do cháilíocht ár seirbhísí agus ár gcinnteoireachta.

## COMHAIRLIÚCHÁN AGUS MEASÚNÚ

**Prionsabal: Cur chuige struchtúrtha a sholáthar don chomhairliúchán bríomhar leis, agus do rannpháirteachas an chustaiméara i ndáil le forbairt, seachadadh agus athbhreithniú seirbhísí. A chinntiú go ndéantar measúnú a bhfuil brí leis ar sholáthar seirbhísí.**

Chun spriocanna agus cuspóirí um sheachadadh seirbhísí a leagan, tuigimid gur rí-thábhachtach é chun leasanna agus riachtanais ár gcustaiméirí a aithint. Thosaíomar ar chlár cuimsitheach um thaighde sa chúram custaiméirí i gcomhar le Foras an Riaracháin Phoiblí, agus cuideoidh a thorthaí

linn i bhforbairt a thuilleadh na gcaighdeán seirbhíse agus na dtagarmharcálacha.

Beidh an rialachán a tháirgeoidh an Roinn cothrom, measúnaithe i dtéarmaí a éifeachtaí agus níos inrochtana. Cloífidh an Roinn leis na sé phrionsabal den Rialachán níos Fearr a leagtar síos i bPáipéar Bán an Rialtais - Rialú níos Fearr.

Is iad na sé phrionsabal ná Riachtanas, Éifeachtacht, Cionmhaireacht, Trédhearcacht, Cuntasacht agus Comhsheasmhacht.

Feidhmíonn Coiste Comhpháirtíochta na Roinne ról nach beag sa chomhairliúchán inmheánach agus soláthraíonn sé cainéal don chomhairliúchán leathan leis an bhfoireann. Forbraíodh ár gCairt do Chustaiméirí agus Plean Gníomhaíochta do Chustaiméirí i ndlúthchomhairle leis an gCoiste Comhpháirtíochta.

Spreagaimid freisin ár gcustaiméirí chun ár gcárta moltaí agus foirm aiseolais ghréasánbhunaithe a chomhlánú agus fáiltimid roimh gach moladh, smaoineamh agus dearcadh a fhaightear.

### Príomhphointí Gníomhartha

- ◆ A chinntiú go mbíonn foirmeacha molta agus gearáin na gcustaiméirí curtha ar fáil ag limistéir fháiltithe agus ar shuíomh gréasáin na Roinne.
- ◆ Córais a bhunú chun ár gcaighdeáin i soláthar seirbhísí a thomhas agus a mheasúnú.
- ◆ A chinntiú go gcloíonn an Roinn leis na 6 phrionsabal den rialachán níos fearr nuair a bhítear ag dréachtú reachtaíochta.
- ◆ Úsáid an tsuimh ghréasáin a spreagadh

um chomhairliúchán nuair is cúí.

- ◆ Leanúint ar aghaidh le clár Taighde sa Chúram Custaiméirí.
- ◆ Leanúint ar aghaidh le húsáid Choiste Comhpháirtíochta na Roinne mar fhóram um chomhairliúchán lenár gcustaiméirí inmheánacha.

## ROGHA

**Prionsabal: Rogha a sholáthar, nuair is féidir, i seachadadh na seirbhíse lena n-áirítear modhanna íocaíochta, suíomh na bpointí teagmhála, uaireanta oscailte agus tráthanna seachadta. Na teicneolaíochtaí atá ar fáil agus atá ag teacht chun cinn a úsáid chun an rochtain agus an rogha uasta, agus caighdeán an tseachadta a chinntiú.**

Is éard is aidhm linn ná leibhéal na rogha a bhíonn ar fáil dár gcustaiméirí a uasmhéadú agus leanfaimid orainn ag déanamh scrúdaithe ar na bealaí inar féidir linne seachadadh ár seirbhísí a fheabhsú.

### Príomhphointí Gníomhartha

- ◆ A Chinntiú go gcuirtear ilroghanna teagmhála os comhair ár gcustaiméirí nuair a théann siad i dteagmháil leis an Roinn, lena n-áirítear limistéir fháiltithe, uimhreacha dhiailiú díreach agus lóghlao, seoltaí ríomhphoist agus láithreán lín.
- ◆ Seirbhís glórphoist a oibriú lasmuigh de na gnáthuaireanta oifige.
- ◆ Teicneolaíocht na faisnéise agus na cumarsáide a úsáid go hiomlán chun éifeachtúlacht agus éifeachtacht sheachadadh na seirbhísí a fheabhsú.
- ◆ Leanúint ar aghaidh le síneadh na modhanna ilíocaíochta.

## COMHIONANNAS NA DTEANGACHA OIFIGIÚLA

**Prionsabal: Seirbhísí den scoth a sholáthar trí mheán na Gaeilge agus/nó go dátheangach agus custaiméirí a chur ar an eolas faoina gceart go bpléifí leo trí mheán ceann amháin nó ceann eile de na teangacha oifigiúla.**

Geallann an Roinn go sásófar ár n-oibleagáidí faoi Acht na dTeangacha Oifigiúla 2003. Féachfaimid lena chinntiú go ndéanfar cúrsaí a éascú do na daoine ar mian leo a ngnóthaí a dhéanamh trí mheán na Gaeilge. Foilseofar go comhuaineach eochaircháipéisí na Roinne sa Ghaeilge agus sa Bhéarla araon agus foilseofar fógraí agus fógraíochtaí ábhartha go dátheangach. Spreagfar an fhoireann go gníomhach le freastal ar chúrsaí oiliúna Gaeilge.

### Príomhphointí Gníomhartha

- ◆ Freagra a thabhairt sa Ghaeilge ar an gcomhfhreagras a fhaightear sa Ghaeilge.
- ◆ Eochaircháipéisí Rannacha a fhoilsiú go comhuaineach sa Ghaeilge agus sa Bhéarla araon.
- ◆ Oiliúint foirne a sholáthar le leibhéal an chumais agus líon na foirne ar féidir leo seirbhís a thabhairt trí mheán na Gaeilge a mhéadú araon. Spreagfar foireann tosaigh, ach go háirithe, chun a gcumas sa Ghaeilge a fheabhsú.
- ◆ “Scéim” a ullmhú ina n-implínítear seachadadh sheirbhísí na Roinne sa Bhéarla, sa Ghaeilge agus go dátheangach.

## COMHORDÚ NÍOS FEARR

**Prionsabal:** Cur chuige níos comhordaithe agus níos comhtháite um sheachadadh na seirbhísí poiblí a chothú.

Teastaíonn ionchur ó roinnt Ranna nó Gníomhaireachtaí ó líon nach beag d'fheidhmeanna Rialtais chun is go n-oibreoidh siad go rathúil. Ní foláir dian-iarracht gach páirtí a fháil chuige sin, agus is eochairchuid den chaoi ina ndéanaimid ár ngnó í an teagmháil rialta le Ranna agus Gníomhaireachtaí eile Rialtais.

Tá sainchúram fíorleathan ag an Roinn seo againne, a chuimsíonn réimse leathan de shaincheisteanna sóisialta agus eacnamaíochta. Comhoibrímid go dlúth le go leor Ranna agus gníomhaireachtaí Rialtais eile i gcur i bhfeidhm bheartas an Rialtais. Tá an Roinn seo againne ag feidhmiú a ról chun Rialtas níos soiléire a éascú trí thionscadal BASIS (Rochtain an Ghnó ar Fhaisnéis & Seirbhís an Stáit) ([www.basis.ie](http://www.basis.ie)), agus bímid bainteach go gníomhach freisin le tionscadail OASIS (Rochtain Ar Líne ar Sheirbhísí, Faisnéis & Tacaíocht) ([www.oasis.gov.ie](http://www.oasis.gov.ie)) agus REACH ([www.reach.ie](http://www.reach.ie)).

Áirítear le roinnt de na samplaí de mheicníochtaí maidir le comhordú tras-Rannacha na cinn seo a leanas:

- ◆ Tionscadal BASIS a fhorbairt agus a bhainistiú, ar tionscnamh tras-rannach ríomh-Rialtais é, faoi stiúir na Roinne seo, a sholáthróidh seirbhís don lucht gnó chun is go n-éascófaí an plé leis an Rialtas trí úsáid ghrinn an Idirlín.
- ◆ Comhordú do bheart na Forbartha agus an Nuálaíochta Teicneolaíochta sa Taighde (RTDI) i gClár Oibriúcháin na hEarnála

Táirgiúla de chuid an NDP agus fosta d'éifeachtúlacht an Chórais Náisiúnta Nuálaíochta .i. na naisc idir Rialtas, Gnó, Institiúidí 3ú Leibhéal agus Gníomhaireachtaí an Stáit.

- ◆ Comhordú agus forbairt ar dhearcadh Rannach um shaincheisteanna comhshaoil a théann i gcion ar an lucht tionscail. Bíonn comhoibriú nach beag tras-rannach ann chun a chinntiú go mbaintear amach cothrom ceart idir an gá le cosaint comhshaoil agus buairimh iomaíochta lucht gnó na hÉireann; leis an Roinn Comhshaoil, Oidhreacht agus Rialtais Áitiúil, Ranna Rialtais eile, na gníomhaireachtaí forbartha tionscail, comhlachtaí ionadaíochta an lucht tionscail agus leas-sealbhóirí eile nach iad.
- ◆ Rannchuidiú le Straitéis Fostaíochta an AE, agus le táirgeadh an Phlean Ghníomhaíochta Náisiúnta um Fhostaíocht ach go háirithe, a ionchorpraíonn beartais gach Roinn Rialtais mar a bhaineann siad le margadh na fostaíochta agus an tsothair.
- ◆ Beartas um imirce eacnamaíochta a fhorbairt i ndlúthchomhairle le Ranna Rialtais ábhartha eile, go háirithe an Roinn Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí agus leis an Roinn Gnóthaí Eachtracha.
- ◆ Clár na Foghlama Fad-Saoil a chur i bhfeidhm, agus go sonrath na moltaí a thagann faoi shainchúram na Roinne seo, trí chomhráite agus comhaontú le FÁS.

### Príomhphointí Gníomhartha

- ◆ Leanúint den rannpháirteachas i réimse leathan líonraí idir-rannacha agus idir-rannógacha.
- ◆ Athbhreithniú dár gcuidreamh le Ranna agus gníomhaireachtaí eile Rialtais, ag féachaint le seirbhísí a chomhtháthú mar ar féidir éifeachtúlacht níos mó agus

seirbhís custaiméirí feabhsaithe a bhaint amach.

- ◆ Ár nósanna imeachta don chomhordú inmheánach a scrúdú sa tsúil is go neartófaí agus go gcuíchóireofaí ár gcumais chomhordaithe.
- ◆ Rannpháirteachas a ghlacadh i dtionscadail atá ag teacht aníos faoi scáth an ríomh-Rialtais.

## AN CUSTAIMÉIR INMHEÁNACH

**Prionsabal: A chinntiú go n-aithnítear baill foirne mar chustaiméirí inmheánacha agus go dtugtar tacaíocht chuí dóibhsean agus go dtéitear ina gcomhairle maidir le saincheisteanna um sheachadadh seirbhíse.**

Creidimidne chun is go seachadfaí seirbhís den scoth dár gcustaiméirí seachtracha, go gcaithfí ár seirbhís um chustaiméirí inmheánacha ar bheith ar chaighdeán comhchosúil léi. Is í foireann na Roinne an eochair um sheachadadh de sheirbhís custaiméirí d'ardchaighdeán. Is mar gheall air sin go n-aithnímidne an tábhacht a bhaineann leis na struchtúir a bheith in ionad againn ar gá chun feidhmíocht, inspreagadh agus cumais na foirne a optamú.

Aithnímid na dúshláin agus na deiseanna ón bpróiseas díláraithe le ceapadh struchtúir úra a thacaíonn le seachadadh de Sheirbhís Custaiméirí d'Ardchaighdeán.

### Príomhphointí Gníomhartha

- ◆ Comhairliúchán a dhéanamh le custaiméirí inmheánacha agus caighdeán íomchuí a bhunú ar féidir linn a bheith ag dúil leo óna chéile.
- ◆ Cairt do Chustaiméirí Inmheánacha a fhorbairt.

- ◆ A Chinntiú trínár straitéisí sna hAcmhainní Daonna, i mBainistiú Feidhmíochta agus san Oiliúint go dtugtar an oiliúint agus na deiseanna forbartha is fearr agus is féidir don fhoireann.
- ◆ A chinntiú go dtugtar lán-fhaisnéisiú do gach duine den fhoireann um na himpleachtaí dóibhsean a bhaineann leis na caighdeáin um dhea-sheirbhís do chustaiméirí a leagtar amach i gCairt na Roinne do Chustaiméirí sa Phlean Gníomhaíochta do Chustaiméirí.

# TIOMANTAS DO NA CAIGHDEÁIN SEIRBHÍSE A LEAGTAR INÁR GCAIRT UM CHUSTAIMÉIRÍ

Doimhneofar sa Phlean Gníomhaíochta do Chustaiméirí seo forghníomhú leanúnach phrionsabail na seirbhíse d'ardchaighdeán do chustaiméirí. Chun tacú lenár gCairt Chustaiméirí a foilsíodh le déanaí, ach go háirithe trí phrionsabal na seirbhíse d'ardchaighdeán, mar atá Faisnéis, Tráthúlacht agus Cuirteis, agus Rogha; leanfaimid orainn ag soláthar na seirbhíse is fearr agus is féidir dár gcuid custaiméirí trí chloí leis na caighdeáin a imlínítear thíos.

## CÓD CLEACHTAIS DON GHUTHÁN

Nuair a fhreagraímid an guthán, bíonn sé mar aidhm againn:

- ◆ Gach glao gutháin a fhreagairt go pras agus le cuirteis;
- ◆ A chinntiú go sloinneann oibreoír an lasc-chláir ainm na Roinne;
- ◆ Sinn féin a chur in aithne agus ainm ár rannóige a thabhairt;
- ◆ A thairiscint don ghlaiteoir a n-uimhir a ghlacadh agus glao ar ais mura féidir an fiosrú a fhreagairt ar an toirt;
- ◆ A chur in iúl don ghlaiteoir má bhíonn sé riachtanach an glao a aistriú, agus sonraí teagmhála an duine a n-aistrítear an glao chucu a thabhairt;
- ◆ Uimhreacha um Dhiailiú Isteach Díreach (DID) a thabhairt más féidir ar chor ar bith é. Cuireann sé sin ar chumas na nglaoiteoirí chun dul i dteagmháil le pearsanra na Roinne go díreach gan a dhul trí mheán an lasc-chláir;
- ◆ An glaoiteoir a chur ar an eolas i leith Uimhir Lóghlao na Roinne – **1890 220 222**

– a chumasaíonn glaoiteoirí ó chearn ceann na tíre chun teagmháil a dhéanamh leis an lasc-chlár i mBaile Átha Cliath ag an ráta áitiúil.

## CÓD CLEACHTAIS DON GHLÓRPHOST

Beartóimid, in oibriú ár gcórais ghlórphoist, chun:

- ◆ Ár nglao a atreorú chuig glórphost nó chuig ball eile foirne nuair a bhímid féin as láthair ón oifig;
- ◆ Beannachtaí suas chun dáta a thaifeadh agus tráth rochtana na dteachtaireachtaí a fhágtar a shloinneadh;
- ◆ Teachtaireachtaí glórphoist a sheiceáil ar fhilleadh dár n-oifigí dúinn, agus go rialta i rith an lae oibre.

## CÓD CLEACHTAIS CHUN PLÉ LE COMHFHREAGRAS

Nuair a théitear inár dteagmháil trí mheán litreach nó ríomhphoist, bíonn sé mar aidhm againn:

- ◆ A chinntiú go ndírítear an post a fhaightear go lárnach chuig an ball cuí foirne lena fhreagairt;
- ◆ Freagra eatramhach a eisiúint, mura féidir freagra deimhnitheach a eisiúint laistigh de 15 lá oibre, ina gcuirtear in iúl don chomhfhreagraí go bhfuiltear ag tabhairt aird ar an ábhar agus go n-eiseofar freagra cinnte faoi dháta ar leith;
- ◆ A chinntiú go mbíonn ainm teagmhála agus uimhir ghutháin dhiailiú díreach le

gach freagra. Más lasmuigh de limistéar Bhaile Átha Cliath atá an seoltóir ina c(h)ónaí, soláthrófar an uimhir Lóghlao freisin (1890 220 222);

- ◆ Teanga shimplí a úsáid inár gcuid freagraí. Más amhlaidh go gcaitear téarmaí teicniúla a úsáid, míneofar iad seo;
- ◆ Freagra a thabhairt sa Ghaeilge má roghnaíonn an custaiméir a gcuid gnóthaí a reáchtáil trí mheán na Gaeilge.

## CÓD CLEACHTAIS CHUN PLÉ LE CUAIRTEOIRÍ

Nuair a phléimid le cuairteoirí:

- ◆ Eagróimid, nuair a thagann cuairteoirí le coinne roimh ré, go dtabharfaidh foireann an fháiltithe cuireadh dóibhsean chun feitheamh sna suíocháin ag an bhfáiltiú agus go bhfreastalóidh ball cuí foirne orthu go pointeáilte;
- ◆ Caithfidh le gach cuairteoir go deamhúinte agus le cuirtéis;
- ◆ Beidh meas againn ar phríobháideacht cuairteora nuair is gá rúndacht a bheith ann;
- ◆ Cinnteoidh go mbíonn ár n-oifigí inrochtana do dhaoine le míchumais agus do dhaoine eile le sainriachtanais agus comhallfaimid le caighdeáin saothair agus sábháilteachta. Cothabhálfar na háiseanna fáiltithe agus sheomra feithimh go caighdeáin inghlactha glaine agus compoird;
- ◆ Cinnteoidh go bhfógraítear d'fhoireann an fháiltithe roimhré faoi ainm, eagrais agus tráth sceidealta choinne an chuairteora. Soláthrófar freisin sonraí teagmhála Oifigeach na Roinne lenar socraíodh an choinne.

## CUIDIGH LINN CHUN CUIDIÚ LEAT

Chun cúnamh linn chun seirbhísí den scoth a sholáthar duitse, ár gcustaiméirne, bheifí buíoch dá bhféadfá: -

- ◆ Tagairt a dhéanamh d'uimhreacha tagartha, más ann dóibh, i ngach comhfhreagras/cumarsáid leis an Roinn;
- ◆ A chinntiú go gcomhlánaítear gach foirm go hiomlán agus, más riachtanach, go sínítear iad sula gcuirtear faoinár mbráid iad;
- ◆ Gach cáipéisíocht tacaíochta ar riachtanach í a sholáthar;
- ◆ A chinntiú go gcuirtear isteach gach foirm iarratais in am trátha nuair a bhíonn dátaí deiridh i bhfeidhm;
- ◆ Coinne a dhéanamh roimh ré má bhíonn sé i gceist agat teacht isteach chun bualadh le duine faoi leith;
- ◆ A chur in iúl dúinn roimhré mura féidir leat teacht chuig coinne;
- ◆ Caitheamh lenár bhfoireann le cuirtéis agus urraim.

# AGUISÍN 1

## CAIRT DO CHUSTAIMÉIRÍ

Tá an Roinn Fiontar, Trádála agus Fostaíochta tiomanta do sheachadadh an chaighdeáin is airde de sheirbhís dár gcustaiméirí agus chun feabhsú leanúnach a chinntiú i gcaighdeán na seirbhíse a sholáthraimidne.

### TEAGMHÁIL A DHÉANAMH LINN

Rachaimid i ngleic le d'fhiosrúsa chomh tapa agus is féidir agus beimid cuidiúil dea-bhéasach cúirtéiseach inár gcuid plé go léir leat.

#### Nuair a théitear inár dteagmháil, bíonn sé mar aidhm againn:

- ◆ 90% de ghlaonna a fhreagairt laistigh de 20 soicind;
- ◆ Sinn féin a aithint ar fhreagairt;
- ◆ Plé le d'fhiosrú nó glao a eagrú leat nuair a bhíonn an fhaisnéis ar fáil;
- ◆ Freagairt go pras nuair a fhaightear teachtaireachtaí glórphoist;
- ◆ Do theagmháil linn a éascú trí sheirbhís lóghlao a sholáthar ag **1890 220222**.

#### Nuair a théitear inár dteagmháil trí mheán litreach nó ríomhphoist, bíonn sé mar aidhm againn:

- ◆ Freagra iomlán a thabhairt laistigh de 15 lá oibre i 90% de na cásanna. Mura féidir é sin a dhéanamh, eiseofar freagra eatramhach á chur in iúl duit cén uair is féidir leat a bheith ag dúil le freagra iomlán;
- ◆ Scríobh i dteanga shoiléir;
- ◆ Ainm teagmhála, uimhir theileafóin agus seoladh a sholáthar ar gach comhfhreagrais.

#### Bíonn sé mar aidhm againn nuair a bhuaileann tú linn go pearsanta:

- ◆ Bualadh leat go pointeáilte ag an tráth sceidealta nuair a bhíonn coinní ceaptha;
- ◆ Oifigí poiblí ar glan, inrochtana agus fáiltiúil iad a sholáthar a shásaíonn caighdeán na sláinte agus na sábháilteachta;
- ◆ An rochtain do dhaoine le míchumais agus do dhaoine eile le sainriachtanais a éascú.

### LÁITHREÁN LÍN

Soláthraíonn suíomh gréasáin na Roinne ag **www.entemp.ie** eolas um ghníomhaíochtaí na Roinne ar bhealach a bhíonn dírithe ar chustaiméirí. Is í ár n-aidhm ná go mbeidh an suíomh gréasáin:

- ◆ Inrochtana do chách, lena n-áirítear daoine le míchumais;
- ◆ Preasráitis agus foilseacháin suas chun dáta a sholáthar lena n-íoslódáil;
- ◆ Áiseanna a sholáthar d'fhiosruithe, moltaí agus gearáin;
- ◆ Sonraí teagmhála úsáideacha a sholáthar;

### COMHIONANNAS/ÉAGSÚLACHT

Ardóimid leibhéal na feasachta um chomhionannas agus éagsúlacht sa Roinn trí oiliúint, eolas agus cumarsáid. Cinnteoidimid, inár bplé leis na custaiméirí, go dtacaítear leis na cearta ar chóir chomhionann a bhunaítear le reachtaíocht an chomhionannais.

## GEARÁIN

Cothabhálfaimid córas trédhearcach so-úsáidte chun dul i ngleic le gearáin fhoirmiúla faoi chaighdeán na seirbhíse a sholáthraítear.

Déanfar taifeadadh ar gach gearán a fhaightear ar a fháil, agus eiseofar aitheantas laistigh de 2 lá oibre, agus eiseofar freagra iomlán laistigh de 17 lá oibre.

Déanfaimid iarracht, sna cásanna inar féidir linn, na deacrachtaí ag an gcéad líne teagmhála a réiteach. Nuair nach féidir an gearán a réiteach ag an leibhéal sin, beidh tú in ann an gearán a thabhairt chuig duine ainmnithe ag Leibhéal Rannógach nó, mar mhalairt scéil, chuig Oifigeach Seirbhísí Custaiméirí na Roinne.

Tuairisceoidimid go bliantúil um leibhéal agus bunbhrí na ngearán a fhaightear faoi réir an nós imeachta seo.

## TEANGACHA OIFIGIÚLA

Déanfaimid ár ndícheall chun do chás a éascú má iarrann tú go bpléifí leat trí mheán na Gaeilge. Déanfaimidne:

- ◆ Freagra a thabhairt sa Ghaeilge má fhaightear an comhfhreagras sa Ghaeilge;
- ◆ Eochaircháipéisí Rannacha a fhoilsiú go comhuaineach sa Ghaeilge agus sa Bhéarla araon.

## IARRATAIS A CHUR ISTEACH

Bíonn sé mar aidhm againn nuair a chuireann tú isteach iarratas faoin **Acht um Shaoráil Faisnéise**

- ◆ D'iarratas-sa a aithint chomh luath agus is féidir. Freagra a thabhairt ar d'iarratas-sa laistigh de 20 lá oibre óna fháil, nó rachfar i do theagmháil sa chás nach féidir é sin a dhéanamh.

Nuair a chuireann tú isteach iarratas ar

**Íocaíochtaí Iomarcaíochta**, bíonn se mar aidhm againn

- ◆ Ollsuimeanna a íoc laistigh de 4 seachtaine ó fháil éilimh bhailí;
- ◆ Lacáistí a phróiseáil go fostaithe laistigh de 10 seachtain ó fháil iarratais bhailí.

Nuair a chuireann tú isteach iarratas ar

**Íocaíochtaí Dócmhainneachta**, bíonn se mar aidhm againn

- ◆ Íocaíochtaí dócmhainneachta a phróiseáil laistigh de 4 seachtaine ó fháil éilimh bhailí.

Nuair a chuireann tú isteach iarratas ar

**Cheadúnas Oibre**, bíonn se mar aidhm againn

- ◆ Cinneadh a eisiúint agus ceadúnas oibre a eisiúint mar is cuí laistigh de 8 seachtaine ó fháil iarratais bhailí.

Nuair a chuireann tú isteach iarratas ar

**Cheadúnas Allmhairithe**, bíonn se mar aidhm againn

- ◆ Ceadúnas allmhairithe a phróiseáil laistigh de 2 lá oibre ó fháil iarratais bhailí.

Nuair a chuireann tú isteach iarratas ar

**Cheadúnas Onnmhairithe** do tháirgí dé-úsáide, bíonn sé mar aidhm againn

- ◆ Ceadúnas onnmhairithe a eisiúint laistigh de 1 seachtain ó fháil iarratais bhailí agus sa chás nach mbíonn aon chomhairliúchán riachtanach.

## CUIDIGH LINN CHUN CUIDIÚ LEAT

- ◆ Trí gach foirm iarratais a chomhlánú go cúramach;
- ◆ Trí eolas iomlán cruinn a sholáthar nuair a dhéanann tú teagmháil linn;
- ◆ Trína chur in iúl dúinn roimhré mura féidir leat teacht chuig coinne éigin;
- ◆ Trí mholtaí nó tuairimí a thabhairt faoi na seirbhísí a fhaigheann tú;
- ◆ Trína chaitheamh lenár bhfoireann le cuirtéis agus urraim.

## EOLAS BREISE

Bíonn leagan Gaeilge agus leagan i bhformáid leictreonach dár gCairt um Chustaiméirí ar fáil ar ár suíomh gréasáin ag [www.entemp.ie](http://www.entemp.ie).

### Sonraí Teagmhála

Féadtar teagmháil dhíreach a dhéanamh leis an Uas. John P. Kelly, Oifigeach na Seirbhíse d'Ardchaighdeán do Chustaiméirí, ag:

Aonad na Seirbhíse d'Ardchaighdeán do Chustaiméirí  
An Roinn Fiontar, Trádála agus Fostaíochta  
Sráid Chill Dara  
Baile Átha Cliath 2

Teileafón: (01) 631 2118 nó 631 2114  
Ríomhphost: [customerservice@entemp.ie](mailto:customerservice@entemp.ie)

### Teagmhálacha Úsáideacha Eile

Faisnéis um Chearta Fostaíochta  
Teileafón: (01) 631 3131  
Lóghlao: 1890 201615  
Ríomhphost: [erinfo@entemp.ie](mailto:erinfo@entemp.ie)

Faisnéis um Cheadúnais Oibre  
Teileafón: (01) 631 3308 nó 631 3333  
Lóghlao: 1890 201616  
Ríomhphost: [workpermits@entemp.ie](mailto:workpermits@entemp.ie)

Oibríonn na Rannóga sin córas scuaine teileafóin.

Téigh i dteagmháil leis an Oifig lena mbaineann chun tuilleadh eolais a fháil faoi na seirbhísí agus caighdeáin lena féidir leat a bheith ag dúil ó na hOifigí seo a leanas den Roinn Fiontar, Trádála agus Fostaíochta.

An Oifig um Chlárú Cuideachtaí  
[www.cro.ie](http://www.cro.ie)

An tÚdarás Iomaíochta  
[www.tca.ie](http://www.tca.ie)

An Binse Achomhairc Fostaíochta  
[www.entemp.ie/employment/appeals](http://www.entemp.ie/employment/appeals)

An Chúirt Oibreachais  
[www.labourcourt.ie](http://www.labourcourt.ie)

An Coimisiún um Chaidreamh Oibreachais  
[www.lrc.ie](http://www.lrc.ie)

Oifig an Stiúrthóra Gnóthaí Tomhaltóirí  
[www.odca.ie](http://www.odca.ie)

Oifig an Stiúrthóra um Fhorfheidhmiú Corparáideach  
[www.odce.ie](http://www.odce.ie)

Oifig Chláraitheoir na gCara-Chumann

Oifig na bPaitinní  
[www.patentsoffice.ie](http://www.patentsoffice.ie)

## AGUISÍN 2

### NÓS IMEACHTA NA ROINNE UM GHEARÁIN

#### ÁR DTIOMANTASNA

Táimidne tiomanta do chur chun cinn na cáilíochta, na hoscailteachta agus na trédhearcachta i seachadadh ár seirbhísí dár gcustaiméirí, mar a leagtar amach sna Prionsabail do Sheirbhís d'Ardchaighdeán do Chustaiméirí ar ghlac an Rialtas leo i mí Iúil na bliana 2000. Bíonn sé mar aidhm againn na caighdeáin sin a shásamh i dtólamh. Mura mbíonn tú sásta leis an gcaighdeán seirbhíse a fhaigheann tú, ámh, nó go mbraitheann tú go bhféadfaí feabhsúcháin a bheartú, fáiltímidne roimh d'aiseolas agus pléifimid le gach moladh agus gearán go mion agus go cothrom.

Rachfar i ngleic ar an toirt le haon mhíshástacht leis an gcaoi ina seachadann an Roinn a seirbhísí. Seolfar aitheantas agus freagra scríofa iomlán laistigh de 17 lá oibre ó fháil an ghearáin. Nuair is gá, cinnteoidimid go gceartófar cúiseanna an ghearáin agus nach ndéanfar in athuair iad amach ansin.

Má bhíonn tú míshásta fós, tabharfaimid comhairle duit faoi do cheart reachtúil chun an t-ábhar a leanúint a thuilleadh leis an Ombudsman.

#### SAINCHEISTEANNA A GCUIMSÍONN AN NÓS IMEACHTA UM GHEARÁIN IAD

Téann Nós Imeachta na Roinne um Ghearáin i ngleic le gearáin a bhaineann le leibhéal agus caighdeán na seirbhísí a sholáthraímidne. Má bhraitheann tú nár shásúil í an tseirbhís a fuair tú, ba mhaith linn éisteacht leat.

Má bhraitheann tú nach mbíonn gníomh nó cinneadh de chuid na Roinne a chuireann isteach ort de réir ár rialacha ná beartas, féadfaidh tú achomharc a thabhairt ar na cinntí sin chuig an Roinn, an Ombudsman nó an Coimisinéir Faisnéise.

#### SAINCHEISTEANNA NACH GCUIMSÍONN AN NÓS IMEACHTA UM GHEARÁIN IAD

Tá dhá phríomhchineál gearáin ann nach gcumhdaíonn an Nós Imeachta iad

- ◆ Na gearáin a bhaineann le seirbhísí a sholáthraíonn oifigí, gníomhaireachtaí nó comhlachtaí faoi choimirce na Roinne; ba chóir iad a dhíriú go díreach orthusan. Soláthraítear sonraí iomlána teagmhála in Aguisín 3.
- ◆ Saincheisteanna a bhfuiltear á scrúdú faoi láthair. Má tá gearán tógtha agat cheana féin um an tsaincheist seo, bí foighneach le do thoil. Ní féidir linn plé le hilghearáin faoin tsaincheist chéanna.

## CONAS A DHÉANANN DUINE/TÚ GEARÁN?

Is féidir leat gearán a thabhairt trí dhul i dteagmháil leis an oifig lena mbaineann

- Go pearsanta
- Thar an bhfón nó trí fhacs
- I bhfoirm scríbhíne
- Trí ríomhphost
- Trí Fhoirm na nGearán a chomhlánú ar líne ([www.entemp.ie](http://www.entemp.ie))

Nó trí dhul i dteagmháil le hAonad Sheirbhís do Chustaiméirí na Roinne

Teil: 01 – 631 2118 nó 631 2114

Ríomhphost: [customerservice@entemp.ie](mailto:customerservice@entemp.ie)

Facs: 01-631 2827

Más ann d’aon ní a d’fhéadfadh cur isteach ar do chumas chun gearán a dhéanamh, cuir Oifigeach Sheirbhís do Chustaiméirí na Roinne ar an eolas agus déanfaimid gach iarracht chun cúnamh leat.

## SEIRBHÍS TRÍ GHAELGE

Tabharfaimid gealltanas go ndéanfaimid gach iarracht chun déileáil le haon ghearán as Gaeilge má iarrtar orainn amhlaidh

## AN MÉID A DHÉANFAIMIDNE

- ◆ Cuirfear ar aghaidh cóip chrua de nós imeachta na Roinne chugat ar fháil do ghearáinse.
- ◆ Próiseálfaidh ball foirne san Oifig lena mbaineann do ghearán sa chéad dul síos agus déanfaidh sé/sí a d(h)ícheall chun do ghearán a réiteach go sciobtha agus gan an iomarca fuadair.
- ◆ Nuair a fhaightear do ghearán, taifeadfar é agus eiseofar aitheantas laistigh de 2 lá oibre. Eiseofar freagra iomlán laistigh de

17 lá oibre. Tairgfear míniúchán agus/nó gealltanas chugat más féidir chun aghaidh a thabhairt ar an tsaincheist.

- ◆ Mura mbíonn tú sona le freagra na Roinne, tabharfar comhairle chugat chun athbhreithniú a lorg a láimhseálfaidh Oifigeach Rannógach um Ghearáin é. Ní mór duit an t-athbhreithniú sin a iarraidh laistigh de 17 lá oibre ó fháil an bhunfhreagra.

## CONAS A LORGAÍTEAR ATHBHREITHNIÚ?

### NUAIR A IARRTAR ATHBHREITHNIÚ

- Ba chóir duit Foirm na nGearán a chomhlánú a bhíonn ar fáil ón Roinn nó ónár suíomh gréasáin ([www.entemp.ie](http://www.entemp.ie)).
- Ba cheart duit an fhoirm a sheoladh chuig an Roinn laistigh de **17** lá oibre ó fháil freagra ón Aonad Gnó lena mbaineann.
- Cuir ainm an duine, na hearnála nó na rannóige, agus an dáta ar ar tharla an fhadhb san áireamh ann.
- Tabhair tásca faoin bhfáth go gcreideann tú gur briseadh caighdeán áirithe seirbhíse, agus tabhair samplaí sonracha. Tugtar cuireadh duit freisin aon eolas cúlra ábhartha eile a áireamh ann chun cabhrú linn plé le do ghearán go héifeachtúil.

Seolfar aitheantas chugat ag Oifigeach na nGearán Rannógach laistigh de **2** lá oibre agus seolfar freagra iomlán laistigh de **17** lá oibre.

## ATHBHREITHNIÚ AG OIFIGEACH SHEIRHBHÍS DO CHUSTAIMÉIRÍ NA ROINNE

Má bhíonn tú fós míshásta le freagra na Roinne, breathnóidh an tUas. John P. Kelly, ár nOifigeach um Ghearáin na gCustaiméirí, isteach a thuilleadh san ábhar agus tiocfaidh sé ar ais chugat le cinneadh éigin. Is féidir dul i dteagmháil leis an Uas. Kelly ag an Uimhir theil: 01-631 2395 nó trí ríomhphost ag [john\\_p\\_kelly@entemp.ie](mailto:john_p_kelly@entemp.ie)

## RÓL AN OMBUDSMAN

Má bhíonn tú míshásta leis an gcaoi inar phléigh an Roinn le do ghearánsa, bíonn an ceart reachtúil agat gearán a dhéanamh chuig Oifig an Ombudsman.

Féadtar teagmháil a dhéanamh leis an Ombudsman ag:

18 Sráid Chill Mochargán Íochtarach,  
Baile Átha Cliath 2.

Teil: (01) 639 5600 nó 1890223030

Ríomhphost: [ombudsman@ombudsman.irlgov.ie](mailto:ombudsman@ombudsman.irlgov.ie)

Gréasán: [www.ombudsman.ie](http://www.ombudsman.ie)

## OIFIGI GH NA NGEARÁN SNA RANNÓGA

### *Rannóg/Earnáil*

#### **Seirbhísí Corparáideacha & Beartas Eacnamaíochta**

##### *Oifigeach na nGearán*

Cora Scully Uasal

Sráid Chill Dara, Baile Átha Cliath 2

Teil: (01) 631 2398

Ríomhphost: [cora\\_scully@entemp.ie](mailto:cora_scully@entemp.ie)

### *Rannóg/Earnáil*

#### **Ceartha na Fostaíochta & Caidrimh**

##### **Thionsclaíochta**

##### *Oifigeach na nGearán*

An tUas. Seán Ward,

Teach Davitt,

65A Bóthar Adelaide, Baile Átha Cliath 2

Teil: (01) 631 3044

Ríomhphost: [sean\\_ward@entemp.ie](mailto:sean_ward@entemp.ie)

### *Rannóg/Earnáil*

#### **Fiontraíocht & Gníomhaireachtaí**

##### *Oifigeach na nGearán*

An tUas. Michael Davitt,

Sráid Chill Dara, Baile Átha Cliath 2

Teil: (01) 631 2149

Ríomhphost: [michael\\_davitt@entemp.ie](mailto:michael_davitt@entemp.ie)

### *Rannóg/Earnáil*

#### **An Eolaíocht & an Teicneolaíocht & an Mhaoin Intleachtúil**

##### *Oifigeach na nGearán*

Ellen Mac Cafferty Uasal,

Sráid Chill Dara, Baile Átha Cliath 2

Teil: (01) 631 2909

Ríomhphost: [ellen\\_maccafferty@entemp.ie](mailto:ellen_maccafferty@entemp.ie)

### *Rannóg/Earnáil*

#### **An Tráchtáil, Tomhaltóirí & An Iomaíocht**

##### *Oifigeach na nGearán*

An tUas. Dermot Sheridan,

Lárionad Earlsfort,

Sráid Hatch Íochtarach, Baile Átha Cliath 2

Teil: (01) 631 2718

Ríomhphost: [dermot\\_sheridan@entemp.ie](mailto:dermot_sheridan@entemp.ie)

### *Rannóg/Earnáil*

#### **Forbairt an Lucht Shaothair**

##### *Oifigeach na nGearán*

Deirdre O'Higgins Uasal,

Teach Davitt,

65A Bóthar Adelaide, Baile Átha Cliath 2

Teil: (01) 631 3146

Ríomhphost: [deirdre\\_ohiggins@entemp.ie](mailto:deirdre_ohiggins@entemp.ie)

### *Division*

#### **Iomaíocht agus Gnóthaí Idirnáisiúnta**

##### *Complaint Officer*

An tUas. Micheál McUaithne,

Lárionad Earlsfort,

Sráid Hatch Íochtarach, Baile Átha Cliath 2

Teil: (01) 631 2530

Ríomhphost: [michael\\_greene@entemp.ie](mailto:michael_greene@entemp.ie)

## AGUISÍN 3

### PRÍOMHPHOINTÍ TEAGMHÁLA LAISTIGH DEN ROINN

Leagtar amach thíos roinnt de na príomhphointí teagmhála istigh sa Roinn:

#### AONAD NA NACMHAINNÍ UM FHAISNÉIS & EAGRÚCHÁN

Tugann aghaidh ar fhiosruithe a bhaineann le faisnéis ghinearálta um an Roinn, agus feidhmíonn mar phointe tagartha dóibhsean nach soiléir dóibh an té ar chóir dóibh teagmháil a dhéanamh leis/léi istigh sa Roinn féin. Is iad na sonraí teagmhála don Aonad ná:

**Teil:** 01-631 2100  
**Lóghlao:** 1890 220 222 (lasmuigh den limistéar 01)  
**Facs:** 01-631 2827  
**Ríomhphost:** [info@entemp.ie](mailto:info@entemp.ie)

#### AN TSEIRBHÍS FHAISNÉISE UM CHEARTA NA FOSTAÍOCHTA

Soláthraíonn eolas faoin réimse leathan reachtaíochta fostaíochta a dhéanann an Roinn a riaradh. Tairgeann sí faisnéis freisin um na nósanna imeachta cuí de réir míreanna faoi leith de reachtaíocht na fostaíochta. Is iad na sonraí teagmhála don Aonad ná:

**Teil:** 01-631 3131  
**Lóghlao:** 1890 221 615 (lasmuigh den limistéar 01)  
**Facs:** 01-631 3267  
**Ríomhphost:** [erinfo@entemp.ie](mailto:erinfo@entemp.ie)

#### SEIRBHÍS FHAISNÉISE NA GCEADÚNAS OIBRE

Pléann le glaonna a bhaineann le saincheist na gceadúnas oibre do náisiúnaigh nach náisiúnaigh den AE/LEE iad. Is iad na sonraí teagmhála don Aonad ná:

**Teil:** 01-631 3333/3308  
**Lóghlao:** 1890 201 616 (lasmuigh den limistéar 01)  
**Facs:** 01-631 3268  
**Ríomhphost:** [workpermits@entemp.ie](mailto:workpermits@entemp.ie)

#### AONAD NA SAORÁLA FHAISNÉISE

Pléann le hiarratais faoin Acht um Shaoráil Faisnéise. Bíonn an ceart ag gach aon duine chun:

- ◆ Rochtain a fháil ar thaifid a bhíonn i seilbh na Roinne.
- ◆ Faisnéis phearsanta a bhaineann leis an duine féin, agus a bhíonn i seilbh na Roinne, a cheartú sa chás ina mbíonn sí neamhchruinn, neamhiomlán nó míthreorach.
- ◆ Rochtain ar chúiseanna na gcinntí lena nglacann an Roinn a théann i bhfeidhm go díreach ar an duine féin. Is iad na sonraí teagmhála don Aonad ná:

**Teil:** 01-631 2317/2318/2319  
**Lóghlao:** 1890 220 222 (lasmuigh den limistéar 01)  
**Facs:** 01-631 2301  
**Ríomhphost:** [foiunit@entemp.ie](mailto:foiunit@entemp.ie)

## AN T-AONAD UM CHEADÚNÚ ALLMHAIRÍ

Bíonn sé freagrach as eisiúint na gceadúnas d'allmhaireoirí i ndáil le hearraí a thagann faoi réir shrianta allmhairithe an AE, ar nós srianta cainníochta nó bearta faireacháin. Is iad na sonraí teagmhála don Aonad ná:

**Teil:** 01-631 2541  
**Lóghlao:** 1890 220 222 (lasmuigh den limistéar 01)  
**Facs:** 01-631 2562  
**Ríomhphost:** [internal\\_market@entemp.ie](mailto:internal_market@entemp.ie)

## AN T-AONAD UM CHEADÚNÚ ONNMHAIRÍ

Bíonn sé freagrach as bainistiú na rialachán ar onnmhairí na míreanna dé-úsáide, na míreanna míleata agus míreanna le sprioc sna tíortha a mbíonn smachtbhannaí i bhfeidhm ina leith. Is iad na sonraí teagmhála don Aonad ná:

**Teil:** 01-631 2541  
**Lóghlao:** 1890 220 222 (lasmuigh den limistéar 01)  
**Facs:** 01-631 2562  
**Ríomhphost:** [internal\\_market@entemp.ie](mailto:internal_market@entemp.ie)

## RANNÓG NA N-ÍOCAÍOCHTAÍ DÓCMHAINNEACHTA

Riarann Scéim na nÍocaíochtaí Dócmhainneachta le híoc d'fhiacha áirithe a bhaineann le pá a chinntiú, lena n-áirítear riaráistí pá, pá saoire agus teidlíochtaí um fhógra íosta d'fhostaithe sna cásanna ina mbíonn fostóir dócmhainneach agus go dtagann siad faoi scóip na Scéime. Bíonn eolas ginearálta faoi Scéim na nÍocaíochtaí Dócmhainneachta ar fáil ón Aonad um Chearta na Fostaíochta. Is iad na sonraí teagmhála don Aonad ná:

**Teil:** 01-631 3131  
**Lóghlao:** 1890 201 615 (lasmuigh den limistéar 01)  
**Facs:** 01-631 3217  
**Ríomhphost:** [erinfo@entemp.ie](mailto:erinfo@entemp.ie)

## RANNÓG NA N-ÍOCAÍOCHTAÍ IOMARCAÍOCHTA

Cinntíonn go seachadtar an tseirbhís íocaíochtaí d'fhostóirí (íoc na lacáistí) agus d'fhostaithe ar mhainnigh a bhfostóirí chun a dteidlíochtaí reachtúla iomarcaíochta a íoc (íoc na n-ollsuimeanna reachtúla iomarcaíochta). Bíonn eolas ginearálta faoi Scéim na nÍocaíochtaí Iomarcaíochta ar fáil ón Aonad Faisnéise um Chearta na Fostaíochta. Is iad na sonraí teagmhála don Aonad ná:

**Teil:** 01-631 3131  
**Lóghlao:** 1890 201 615 (lasmuigh den limistéar 01)  
**Facs:** 01-631 3217  
**Ríomhphost:** [erinfo@entemp.ie](mailto:erinfo@entemp.ie)

*Oibríonn roinnt oifigí agus gníomhaireachta faoi choimirce na Roinne. Dhíríomar aird na n-oifigí agus na ngníomhaireachtaí seo ar phrionsabail na seirbhíse d'ardchaighdeán do chustaiméirí, a liostaítear thíos in Aguisín 4 agus 5 iad.*

## AGUISÍN 4

### OIFIGÍ COMHGHAOLMHARA LEIS AN ROINN

#### AN OIFIG UM CHLÁRÚ CUIDEACHTAÍ

Teach Parnell,  
14 Cearnóg Parnell, Baile Átha Cliath 1

**Teil:** (01) 804 5200

**Lóghlao:** 1890 220 226

**Ríomhphost:** [info@cro.ie](mailto:info@cro.ie)

**Gréasán:** [www.cro.ie](http://www.cro.ie)

#### AN tÚDARÁS IOMAÍOCHTA

Teach Parnell,  
14 Cearnóg Parnell, Baile Átha Cliath 1

**Teil:** (01) 804 5400

**Lóghlao:** 1890 220 224

**Ríomhphost:** [info@tca.ie](mailto:info@tca.ie)

**Gréasán:** [www.tca.ie](http://www.tca.ie)

#### NA BOIRD FHIONTRAÍOCHTA CHONTAE

##### AN BINSE ACHOMHAIRC FOSTAÍOCHTA

Teach Davitt,  
65A Bóthar Adelaide,  
Baile Átha Cliath 2

**Teil:** (01) 631 2121

**Lóghlao:** 1890 220 222

**Ríomhphost:** [webmaster@entemp.ie](mailto:webmaster@entemp.ie)

**Gréasán:** [www.entemp.ie/erir/empl\\_appeal.htm](http://www.entemp.ie/erir/empl_appeal.htm)

##### AN COIMISIÚN UM CHAIDREAMH OIBREACHAIS

Teach Tom Johnson,  
Bóthar Haddington, Baile Átha Cliath 4

**Teil:** (01) 613 6700

**Lóghlao:** 1890 220 227

**Ríomhphost:** [labrc@iol.ie](mailto:labrc@iol.ie)

**Gréasán:** [www.lrc.ie](http://www.lrc.ie)

#### AN CHÚIRT OIBREACHAIS

Teach Tom Johnson,  
Bóthar Haddington, Baile Átha Cliath 4

**Teil:** (01) 613 6666

**Lóghlao:** 1890 220 228

**Ríomhphost:** [info@labourcourt.ie](mailto:info@labourcourt.ie)

**Gréasán:** [www.labourcourt.ie](http://www.labourcourt.ie)

#### OIFIG AN STIÚRTHÓRA GNÓTHAÍ TOMHALTÓIRÍ

4-5 Bóthar Fhearchair, Baile Átha Cliath 2  
Teach Norwich Union, 89-90 An Mál Theas, Corcaigh

**Teil:** (01) 402 5500

**Gearáin/Fiosruithe:** (01) 402 5555

**Lóghlao:** 1890 220 229

**Ríomhphost:** [odca@entemp.ie](mailto:odca@entemp.ie)

**Gréasán:** [www.odca.ie](http://www.odca.ie)

#### OIFIG AN STIÚRTHÓRA UM FHORFHEIDHMIÚ CORPARÁIDEACH

16 Cearnóg Parnell, Baile Átha Cliath 1

**Teil:** (01) 858 5700/ 858 5800

**Lóghlao:** 1890 315 015

**Ríomhphost:** [info@odce.ie](mailto:info@odce.ie)

**Gréasán:** [www.odce.ie](http://www.odce.ie)

#### CLÁRLANN NA gCARA-CHUMANN

Teach Parnell,  
14 Cearnóg Parnell, Baile Átha Cliath 1

**Teil:** (01) 804 5499

**Lóghlao:** 1890 220 225

#### OIFIG NA bPAITINNÍ

Foirgnimh an Rialtais  
Bóthar Hebron, Cill Chainnigh

**Teil:** (056) 7720111

**Lóghlao:** 1890 220 223

**Ríomhphost:** [patlib@entemp.ie](mailto:patlib@entemp.ie)

**Gréasán:** [www.patentsoffice.ie](http://www.patentsoffice.ie)

## AGUISÍN 5

# COMHLACHTAÍ STÁT-URRAITHE FAOI CHOIMIRCE NA ROINNE

### FIONTRAÍOCHT ÉIREANN

Teach Pháirc Wilton, Plás Wilton, Baile Átha Cliath 2  
Halla Mhuirfean, Bóthar na Trá, Dumhach Thrá, Baile Átha Cliath 4

Glas Naíon, Baile Átha Cliath 9

**Teil:** (01) 808 2000

**Ríomhphost:** [info@enterprise-ireland.com](mailto:info@enterprise-ireland.com)

**Gréasán:** [www.enterprise-ireland.com](http://www.enterprise-ireland.com)

### FÁS

27-33 Sráid an Rátha Uachtarach,  
Baile Átha Cliath 4.

**Teil:** (01) 607 0500

**Ríomhphost:** [info@fas.ie](mailto:info@fas.ie)

**Gréasán:** [www.fas.ie](http://www.fas.ie)

### FORFÁS

Teach Pháirc Wilton,  
Plás Wilton, Baile Átha Cliath 2

**Teil:** (01) 607 3000

**Ríomhphost:** [info@forfas.ie](mailto:info@forfas.ie)

**Gréasán:** [www.forfas.ie](http://www.forfas.ie)

### AN tÚDARÁS SLÁINTE & SÁBHÁILTEACHTA

10 Plás Uí Ógáin, Baile Átha Cliath 2

**Teil:** (01) 614 7000

**Ríomhphost:** [infotel@hsa.ie](mailto:infotel@hsa.ie)

**Gréasán:** [www.hsa.ie](http://www.hsa.ie)

### FFT ÉIREANN

Teach Pháirc Wilton,  
Plás Wilton, Baile Átha Cliath 2

**Teil:** (01) 603 4000

**Ríomhphost:** [idaireland@ida.ie](mailto:idaireland@ida.ie)

**Gréasán:** [www.idaireland.com](http://www.idaireland.com)

### AN tÚDARÁS UM CHAIGHDEÁIN NÁISIÚNTA NA hÉIREANN

Glas Naíon, Baile Átha Cliath 9

**Teil:** (01) 807 3800

**Ríomhphost:** [nsai@nsai.ie](mailto:nsai@nsai.ie)

**Gréasán:** [www.nsai.ie](http://www.nsai.ie)

### NÍTRIGIN ÉIREANN TEORANTA

An Roinn Fiontar, Trádála & Fostaíochta,  
Lárionad Earlsfort, 1-3 Sráid Hatch Íochtarach, Baile Átha Cliath 2

**Teil:** (01) 631 2486

**Ríomhphost:** [niamh\\_griffin@entemp.ie](mailto:niamh_griffin@entemp.ie)

### CUIDEACHTA FORBARTHA AERFORT NEAMHCHUSTAM NA SIONNA TEO.

Lárionad an Bhaile, Baile na Sionna, Co. an Chláir

**Teil:** (061) 361 555

**Ríomhphost:** [info@shannon-dev.ie](mailto:info@shannon-dev.ie)

**Gréasán:** [www.shannon-dev.ie](http://www.shannon-dev.ie)

### IDIRTHRÁDÁIL ÉIREANN

The Old Gasworks Business Park,  
Sráid Kilmorey, lúr Chinn Trá,  
Co. an Dúin BT34 2DE

**Teil:** (048) 3083 4100

**Ríomhphost:** [info@intertradeireland.com](mailto:info@intertradeireland.com)

**Gréasán:** [www.intertradeireland.com](http://www.intertradeireland.com)

### FONDÚIREACHT EOLAÍOCHTA ÉIREANN

Teach Pháirc Wilton,  
Plás Wilton, Baile Átha Cliath 2

**Teil:** (01) 607 3024

**Ríomhphost:** [webmaster@sfi.ie](mailto:webmaster@sfi.ie)

**Gréasán:** [www.sfi.ie](http://www.sfi.ie)