



CUSTOMER

COMPLAINTS

PROCEDURE

DELIVERING QUALITY CUSTOMER SERVICE – COMPLAINTS PROCEDURE

The Department of Agriculture and Food is committed to providing a user-friendly, high quality service to all our customers and clients.

Standards of Service

The standards of service provided by the Department are outlined in:

- The Charter of Rights for Farmers 2009-2011
- Customer Charter 2009-2011.

Note: THIS PROCEDURE DOES NOT COVER APPEALS AGAINST ACTUAL DECISIONS TAKEN IN THE OPERATION OF A SCHEME OR SERVICE

OUR COMPLAINTS PROCEDURE

All complaints will be dealt with promptly and in an objective, courteous manner. Complaints will be logged on receipt and acknowledged within 5 working days.

The Quality Service Officer will have the matter fully and impartially investigated by an officer who was not involved in the matter giving rise to the complaint. A substantive response will be issued within 20 working days.

If the complexity of the matter requires more time a revised response time and a progress report will be issued.

If we make a mistake or fail to deliver a quality service we will apologise and try to rectify the situation without delay.

Complaints may be made in person, by telephone, by letter, by Fax or E-mail. For clarity, it is helpful to get complaints in writing.

WHAT INFORMATION SHOULD I PROVIDE WHEN MAKING A FORMAL COMPLAINT?

- Initially complaints should be made to the Senior Officer in charge of the area to which the complaint relates.
- If you are not satisfied with the response received you should contact the Quality Service Unit of the Department.
- Name, address and telephone no(s).
- Herd No. /P.P.S.N. (Personal Public Service No.) if applicable
- State briefly exactly what you are dissatisfied with

The date(s), name of office, and if appropriate, the name(s) of the official(s) who dealt with you

The Quality Service Unit can be contacted at:

**Quality Service Unit
Corporate Affairs Division
Department of Agriculture, Fisheries and Food
Grattan House
Grattan Business Park
Dublin Road
Portlaoise
Co. Laois**

Telephone: 05786 94330

E-mail: QualityServiceUnit@agriculture.gov.ie

THE ROLE OF THE AGRICULTURE APPEALS OFFICE

Our complaints procedure does not cover appeals concerning entitlement to any of the payments related to the schemes listed in the schedule to the Agriculture Appeals Act, 2001 as amended.

**Such appeals are dealt with by the
Agriculture Appeals Office.**

Agriculture Appeals can be contacted at:-

P.O. Box 5, Portlaoise, Co. Laois

Tel: 05786 67167/8667169

Lo-call: 1890 671 671

Fax No. 05786 67177

Website: <http://www.agriappeals.gov.ie/>

THE ROLE OF THE OMBUDSMAN

These arrangements are in addition to your right to make a complaint to the Office of the Ombudsman.

The Ombudsman may be contacted at:

**18, Lower Leeson Street,
Dublin 2
Telephone: 01 6395600
Fax No. 01 6395674**

Email: ombudsman@ombudsman.gov.ie
Website: <http://www.ombudsman.gov.ie/>

NÓS IMEACTTA

GEARÁIN

CUSTAIMÉARA

SEACHADADH SEIRBHÍS ILÍOCHTA CUSTAIMÉARA– NÓS IMEACHTA GEARÁIN

Tá an Roinn Talamhaíochta agus Bia tiomanta seirbhís a chur ar fáil dár gcustaiméirí agus dár gcliaint ar fad atá ar ard-chaighdeán agus éasca le húsáid.

Caighdeán Seirbhíse

Tá achoimre ar na caighdeán seirbhíse atá curtha ar fáil ag an Roinn i:

- Cairt Cearta d'Fheirmeoirí 2009-2011
- Cairt do Chustaiméirí 2009-2011

**Nóta: NÍ CHLÚDAÍONNAN NÓS IMEACHTA SEO
ACHOMHAIRC IN AGHAIDH CINNÍ A THÓGTAR I
RITH FHEIDHMIÚ SCÉIME NÓ SEIRBHÍSE.**

ÁR NÓS IMEACHTA DO GHEARÁIN

Pléifear le gach gearán gan mhoill agus ar bhealach cothrom agus cuirtéiseach. Déanfar gearáin a thaifeadh nuair a fhaightear iad, agus eiseofar admháil laistigh de chúig lá oibre.

Faoi ordú an Oifigigh Cháilíochta Seirbhíse, fiosróidh oifigeach nach raibh baint aige/aici le hábhar an ghearáin an scéal go hiomlán agus go neamhchlaonta. Eiseofar freagra neamhspleách laistigh de 20 lá oibre.

Má éilíonn castacht an ábhair tuilleadh ama, eiseofar am freagartha athbreithnithe agus tuarascáil ar an dul chun cinn atá déanta.

Má dhéanfaimid botún nó má theipeann orainn seirbhís cáilíochta a sheachadadh, gabhfaimid leithscéal agus déanfaimid iarracht an cás a cheartú gan mhoill.

Féadfar gearáin a dhéanamh go pearsanta, ar an nguthán, le litir, le faics nó le ríomhphost. Chun críche soiléireachta, tá sé ina chabhair gearáin a fháil i scríbhinn.

CÉN T-EOLAS AR CHEART DOM A CHUR AR FÁIL NUAIR ATÁ GEARÁN FOIRMEÁLTA Á DHÉANAMH AGAM?

- Ar dtús, ba cheart gearáin a dhéanamh leis an Oifigeach Sinsearach atá i gceannas ar an gceantar lena mbaineann an gearán.
- Má tá tú míshásta leis an bhfreagra a fhaigheann tú, ba cheart duit teagmháil a dhéanamh le hAonad Seirbhís Cáilíochta na Roinne

Cur ar fáil:-

- Ainm, seoladh agus uimhir ghutháin/uimhreacha gutháin
- Uimh.Thréada /P.P.S.N. (Uimhir Phearsanta Seirbhíse Poiblí) má thagann i gceist
- Abair i mbeagán focal go díreach cad leis a bhfuil tú míshásta
- Na dáta(í), ainm na hoifige, agus más cóir, ainm(neacha) an oifigh/na n-oifigeach a bhí ag déileáil leat

Is féidir teagmháil a dhéanamh leis an Aonad Seirbhís Cáilíochta ag:

**Aonad Seirbhís Cáilíochta
Rannóg Cúrsaí Chorparáideacha
Roinn Talamháochta agus Bia
Grattan House
Grattan Business Park
Port Laoise
Co. Laoise**

Guthán: 05786 94330

Ríomhphost: QualityServiceUnit@agriculture.gov.ie

RÓL AN OIFIG ACHOMHAIRC TALMHAÍOCHTA

Ní chlúdaíonn ár nós imeachta gearáin achomhairc a bhaineann le haon íocaíocht dlite duit faoi na scéimeanna atá liostáilte i sceideal an Achta Achomhairc Talamhaíochta, 2001, mar a leasaíodh é.

Pléann an Oifig Achomhairc Talamhaíochta le achomhairc den chineál sin.

Is féidir teagmháil a dhéanamh leis an Oifig Achomhairc Talamhaíochta ag:-

Kilminchy Court, Port Laoise, Co. Laois

Guthán: 05786 67167/8667169

Lo-call: 1890 671 671

Uimh. Faics 05786 67177

Láithreán ghréasáin: <http://www.agriappeals.gov.ie/>

RÓL AN OMBUDSMAN

Tá na socruithe seo sa bhreis ar an gceart atá agat gearán a dhéanamh le hOifig an Ombudsman.

Is féidir dul i dteagmháil leis an Ombudsman ag:

18, Sráid Chill Mochargán Íochtarach,

Baile Átha Cliath 2

Guthán: 01 6395600

Uimh. Faics 01 6395674

Ríomhphost: ombudsman@ombudsman.gov.ie

Láithreán ghréasáin: <http://www.ombudsman.gov.ie/>