



Department of Agriculture and Food

Customer Charter



THE DEPARTMENT OF
AGRICULTURE & FOOD
AN ROINN TALMHAÍOCHTA AGUS BIA

Department of Agriculture and Food

Customer Charter

We are committed to providing our customers with the most timely, efficient and courteous service possible. Our actions are guided by the Quality Customer Service Principles set by Government in July 2000.

In that context, we will seek to:

- Provide comprehensive information in a user-friendly format on all of our schemes and services and offer every possible assistance to customers to understand and comply with the relevant terms and conditions
- Consult with our customers on a regular basis on how, when and where those schemes and services are delivered
- Set real and achievable targets for service delivery which will meet the expectations of our customers
- Monitor performance against the achievement of those targets
- Ensure the maintenance of Appeals procedures
- Ensure the maintenance of Complaints procedures

We undertake to treat our customers equally and seek to accommodate diversity.

We intend to continue our policy of improving our office facilities to provide, where possible, high-quality physical access in keeping with the requirements of people with special needs.

We will be proactive in our efforts to ensure that those expressing a wish to be dealt with through Irish are also afforded the same quality of service.

In this Charter, we set out the following:

- The quality of service we seek to provide by telephone, through written correspondence, from our Public Offices and in processing applications for schemes and services
- The opening hours of our offices

- Sources of information about the work of the Department
- What you can find on our website
- How to access records under Freedom of Information Acts
- Developments in Information Technology
- Your role in ensuring the quality of our service
- Our Customer Complaints Procedure (including contact details for our Quality Service Unit) and information on the Agriculture Appeals Office, the Forest Service Appeals Unit and the Ombudsman
- Consultation and Evaluation of our performance

The quality of service we will aim to provide

Telephone

- LoCall numbers available where appropriate
- Name and telephone number of official concerned
- A courteous and helpful attitude
- Correct information
- A timely response
- If the enquiry cannot be answered immediately, your details will be taken and you will be called back as soon as possible
- Messages left on voicemail facilities will be dealt with promptly and, where required, calls returned

Correspondence (including emails)

- A reply to general correspondence within twenty working days, where possible
- Where this is not possible, an acknowledgement containing the contact details of the person dealing with your correspondence will be issued
- Where appropriate, information outlining our Customer Complaints and Appeals Procedures

- Contact details for the staff member handling your correspondence – full name, location, phone number and email address – in letters and emails
- Clear, concise and user-friendly language

In our Public Offices

- Appropriate signage
- Clean, safe and accessible facilities
- Minimum queues where possible
- Enquiries dealt with as quickly and efficiently as possible
- Your privacy respected and, where required, separate facilities made available to allow business to be conducted confidentially

In processing Scheme Applications/Claims

- Applications dealt with consistently and impartially in accordance with the relevant scheme's Terms and Conditions
- Decisions and payments, as far as possible, made within the agreed deadlines
- Where appropriate, information drawing attention to time limits or conditions which might result in disqualification or a penalty if not observed, to accompany application forms
- Information provided on the appeal procedures available if your application is unsuccessful or a penalty is applied

Opening Hours

All Department Local Offices provide a service to customers during the hours of 9.30a.m. to 12.30p.m. and 2.00p.m. to 5.00pm, Monday to Friday. The possibility of greater flexibility in the opening hours of our local offices (e.g. lunchtimes, evenings during periods of peak demand) will be examined as appropriate, in the context of the changing circumstances of our customers.

Information Sources

Publications giving comprehensive details of all our main Schemes and Services and the structure and operation of the Department are available from a number of sources:

- from Corporate Affairs Division, Department of Agriculture and Food, Kildare Street, Dublin 2. Telephone: 01 607 2802.
- by email from **publications@agriculture.gov.ie**
- from our website **www.agriculture.gov.ie**
- our public offices

These include Schemes and Services, Statement of Strategy, Customer Service Action Plan, Annual Report, Annual Review and Outlook, Compendium of Irish Agricultural Statistics, Annual Fact Sheet on Irish Agriculture and a range of information booklets/leaflets on a variety of issues such as the CAP, Food Safety, Animal and Plant Health, Tillage and Horticulture and Forestry Guidelines.

You can find detailed information on page 452 of the Aertel Teletext service on RTÉ Network 2 about developments in agriculture, consumer protection, and information on closing dates for various schemes.

We will continue to place regular advertisements in both local and national press informing you of significant developments in our Schemes and Services.

We will also organise further public information meetings on major changes in policy and/or operations where appropriate.

Our Website **www.agriculture.gov.ie**

Our website includes all recent Ministerial Speeches and Press Releases on agriculture-related subjects of public interest. There is extensive information on Agricultural Production, Food Safety, the Agri-Food industry, Animal Health and Welfare, Agri-Payments, the Environment and the Forest Service easily accessible from the home page.

You can also find out about many specialist agriculture-related subjects on the site and access a wide range of general services, including those offered by Government Departments generally, State Bodies and other relevant organisations by using the links provided.

Users can register for the Department's existing and future electronic services such as iMAP, Animal Health Computer System, Herd Profile, Calf Births Registration etc. by selecting the services button on the Homepage of the Department's website.

Users can also register for topics they are interested in and they will receive updates by email and/or short messaging service (SMS) when information pertaining to their chosen subject is published on the website.

www.agriculture.gov.ie/register.jsp

Freedom of Information

When you require access to records held by the Department, we will make as much as we can readily available to you. Where this is not possible, you can apply for access to certain records under the Freedom of Information Acts 1997 and 2003. If you wish to do so, you should contact our FOI Unit for advice and guidance on the application procedures:

Freedom of Information Unit
Department of Agriculture and Food
Agriculture House
Kildare Street
Dublin 2

Tel: 01 607 2952

Email: **FreedomOfInformation@agriculture.gov.ie**

Information Technology

Enhanced technological facilities are being continually developed and introduced to deliver a faster and better service. These include systems for:

- Animal identification and traceability
- Animal Health Controls
- Calf Registration System
- Herd Profiling
- Payments and Electronic Funds Transfer (EFT)
- Enhanced accounting – assists payments and EFT
- Online access to iMAP land parcelling
- Short Messaging Services (SMS) text alerts

Role of the Customer in Ensuring Quality Service

You can help us to provide you with a Quality Service by following these simple guidelines:

- Quote reference numbers, where available, in all correspondence and communications with the Department
- Date all written correspondence
- Become fully familiar with the terms and conditions of schemes before filling out applications
- Complete forms carefully and legibly
- Provide accurate and clear information
- Submit all necessary supporting documentation
- Check that applications are fully complete and signed
- Submit applications in sufficient time before closing date
- Obtain proof of posting
- Ensure correspondence is sent to the correct address
- Inform us of any changes in circumstances which may have a bearing on our decision
- Respond quickly to any queries raised or with any additional information requested in support of applications

Please treat our staff with the same level of courtesy you expect from us.

Complaints Procedures – Formal and Informal

At all times, we try to provide an excellent service to our customers. However, if you have a problem with the quality of service you have received, you may contact our Quality Service Unit on an informal basis, where you will be guaranteed a confidential and prompt response.

You can also avail of our formal complaints procedure. A brochure setting out the process is available at all our public offices, from our website www.agriculture.gov.ie/complaintsbrochure

or by contacting us at:

Quality Service Unit
Department of Agriculture and Food
Agriculture House
Kildare Street
Dublin 2

Tel: 01 607 2694

LoCall: 1890 200 510 Ext. 2694

Email: **QualityServiceUnit@agriculture.gov.ie.**

All complaints will be dealt with in an objective and impartial manner. If we make a mistake or fail to deliver a quality service we will seek to rectify the situation as quickly as possible. We will also give an explanation and, where appropriate, an apology.

Making a complaint will not in anyway adversely affect how you will be treated by the Department in the future.

Agriculture Appeals

We will fully support the Agriculture Appeals Office in the provision of an independent, accessible, fair and timely service which enables you to appeal the decisions of this Department in respect of certain schemes which are listed in the Schedule to the Agriculture Appeals Act 2001, as amended.

Appeals should be addressed to:

Agriculture Appeals Office
Kilminchy Court
Portlaoise
Co Laois

Tel: 0502 67167

LoCall: 1890 671671

Fax: 0502 67177

Email: appeals.office@agriculture.gov.ie

Web: www.agriappeals.gov.ie

Forestry Appeals

We will continue to provide an appeals procedure for customers of the Forest Service which ensures that decisions taken in relation to entitlements under Forestry grant and premium schemes can be appealed.

Application should be made in writing, setting out the grounds of appeal to:

The Appeals Unit
Forest Service
Department of Agriculture and Food
Johnstown Castle Estate
Co Wexford

LoCall: 1890 200 223

Fax: 053 43834

The Ombudsman

Our Customer Complaints Procedure and the Agriculture and Forestry Appeals Systems are in addition to your statutory right to make a complaint to the Office of the Ombudsman. However, the Ombudsman will usually expect the customer to have first made a complaint to the Department and to have tried to resolve the matter directly in this manner.

The Ombudsman operates completely independently of the Government and provides a fair, impartial and confidential service free of charge. You can contact the Ombudsman at:

Office of the Ombudsman
18 Lower Leeson Street
Dublin 2

Tel: 01 639 5600

LoCall: 1890 22 30 30

Fax: 01 639 5674

Email: ombudsman@ombudsman.gov.ie

Web: www.ombudsman.ie

Consultation and Evaluation

We will consult with our customers on a regular basis and we will evaluate our performance against this Charter and our Customer Service Action Plan by:

- Monitoring our performance against the commitments set out in both documents
- Reviewing complaints lodged with the Quality Service Unit
- Providing Comment Cards at our Local Offices
- Organising regional Focus Groups
- Carrying out surveys as appropriate

A combination of these measures will be undertaken each year and the results will be published in our Annual Report and on our website.

Department of Agriculture and Food
Agriculture House
Kildare St
Dublin 2

Tel: 01 607 2000

Web: www.agriculture.gov.ie



An Roinn Talmhaíochta agus Bia

Cairt do Chustaiméirí



THE DEPARTMENT OF
AGRICULTURE & FOOD
AN ROINN TALMHAÍOCHTA AGUS BIA

An Roinn Talmhaíochta agus Bia

Cairt do Chustaiméirí

Táimid tiomanta don tseirbhís is tráthúil, éifeachtach agus cúirtéiseach is féidir a sholáthar dá gcustaiméirí. Tá treoir ag ár ngníomhartha ó na Prionsabail maidir le Seirbhís ar Ardchaighdeán do Chustaiméirí a leag an Rialtas amach in Iúil 2000.

Sa chomhthéacs sin, lorgóimid:

- Faisnéis chuimsitheach a sholáthar ar bhealach éasca le húsáid ar gach scéim agus seirbhísí againn agus tairgfidh siad cúnamh do chustaiméirí chun tuiscint a fháil ar na téarmaí agus coinníollacha cuí agus iad a chomhlíonadh
- Dul i gcomhairle lenár gcustaiméirí ar bhonn rialta ar an mbealach, an uair agus an áit a mbeidh na scéimeanna agus seirbhísí sin curtha ar fáil
- Spriocanna réadúla a féidir a bhaint amach a leagan síos do sheachadadh seirbhíse a thiocfaidh le hionchais ár gcustaiméirí
- Maoirsiú a dhéanamh ar fheidhmíocht in aghaidh baint amach na spriocanna sin
- A chinntiú go gcothófar na nósanna imeachta um Achomhairc
- A chinntiú go gcothófar na nósanna imeachta um Ghearáin

Tá sé beartaithe againn caitheamh le gach custaiméir go cothrom chun glacadh le héagsúlacht.

Tá sé beartaithe againn freisin leanúint lenár mbeartas áiseanna na hoifige a fheabhsú chun, nuair is féidir, rochtain fhisiciúil ar ardchaighdeán a sholáthar de réir cheanglais na ndaoine le riachtanais speisialta.

Beimid gníomhach inár n-iarrachtaí a chinntiú go dtabharfar an caighdeán céanna seirbhíse dóibh siúd a éilíonn seirbhís trí Ghaeilge.

Sa Chairt seo, leagaimid amach an méid seo a leanas:

- Caighdeán an seirbhíse atá uainn a sholáthar ar an teileafón, trí chomhfhreagras scríofa, ónár nOifigí Poiblí agus in iarratais ar scéimeanna agus seirbhísí a phróiseáil

- Uaireanta oscailte ár n-oifigí
- Foinsí faisnéise obair na Roinne
- An méid atá le fáil ar ár láithreán gréasáin
- An bealach chun rochtain a fháil ar thaifid faoi na hAchtanna um Shaoráil Faisnéise
- Forbairtí i dTeicneolaíocht Faisnéise
- Do ról maidir le caighdeán ár seirbhíse a chinntiú
- Ár nós imeachta um Ghearáin Chustaiméirí (lena n-áirítear sonraí teagmhála ár nAonad Seirbhíse ar Ardchaighdeán) agus faisnéis ar an Oifig Achomharc Thalmhaíochta, Aonad Achomharc Seirbhíse Foraoiseachta agus an tOmbudsman
- Comhchomhairle lenár bhfeidhmíocht agus measúnú a dhéanamh air

Caighdeán na Seirbhíse atá Beartaithe againn a Sholáthar

Teileafón

- Uimhreacha LoCall ar fáil nuair is cuí
- Ainm agus uimhir teileafóin an oifigigh lena mbaineann
- Meon cúirtéiseach agus cabhrach
- Faisnéis chúí
- Freagra tráthúil
- Mura féidir freagra ar an bpointe a thabhairt ar an bhfiosrúchán, tógfar do chuid sonraí agus glaofar ar ais ort a luaite is féidir
- Déileálfar le teachtaireachtaí fágtha ar áiseanna glórphost go sciobtha agus, nuair is féidir, cuirfear glaoch ar ais

Comhfhreagras (ríomhphoist san áireamh)

- Freagra a thabhairt ar chomhfhreagras ginearálta laistigh de 20 lá oibre nuair is féidir
- Nuair nach bhfuil sé seo indéanta, eiseofar litir ina mbeidh sonraí teagmhála an duine atá ag déileáil le do chomhfhreagras

- Nuair is cuí, tabharfar faisnéis a léiríonn Gearáin Chustaiméirí agus Nósanna Imeachta Achomhairc
- Sonraí teagmhala an duine atá ag déileáil le do chomhfhreagrú – ainm iomlán, suíomh, uimhir teileafóin agus seoladh ríomhphoist – i litreacha agus ríomhphoist
- Teanga shoiléir, chruinn agus éasca le húsáid

Inár nOifigí Poiblí

- Comharthaí Cuí
- Áiseanna glana, sábháilte agus inrochtana
- Scuaine is lú is féidir
- Déileálfar le fiosrúcháin chomh sciobtha agus chomh héifeachtach agus is féidir
- Meas ar do phróbháideachas agus, nuair a theastaíonn, áiseanna eile ar fáil chun gur féidir gnó a reáchtáil faoi rún

Agus Iarratais/Éilimh Scéime á bPróiseáil

- Déileálfar le hiarratais go leanúnach agus go neamhchlaonta de réir Théarmaí agus Coinníollacha na scéime
- Déanfar cinntí agus íocaíochtaí, a mhéid is féidir, taobh istigh de spriocam comhaontaithe
- Nuair is cuí, faisnéis ag tarraingt aird ar theorainneacha ama nó coinníollacha a d'fhéadfadh dícháiliú nó pionós a tharraingt, chun dul le foirmeacha iarratais
- Faisnéis ar na nósanna imeachta um achomhairc ar fáil mura n-éiríonn le d'iarratas nó má chuirtear pionós i bhfeidhm

Uaireanta an Chloig Oscailte

Cuireann gach Oifig Áitiúil den Roinn seirbhís ar fáil do chustaiméirí idir 9.30a.m. agus 12.30p.m. agus 2.00p.m. go 5.00pm, Luan go Aoine. Déanfar solúbthacht níos mó in uaireanta oscailte ár n-oifigí áitiúla (e.g. am Lóin, tráthnóna nuair atá éileamh ann) a scrúdú mar is cuí, i gcomhthéacs na n-imthosca athraitheacha atá ag ár gcustaiméirí.

Foinsí Faisnéise

Tá foilseacháin a thugann sonraí cuimsitheacha ár Scéimeanna agus Seirbhísí agus struchtúr agus feidhmiú na Roinn ar fáil ó roinnt foinsí:

- ón Earnáil Gnóthaí Corparáideacha, An Roinn Talmhaíochta agus Bia, Sráid Chill Dara, Baile Átha Cliath 2. Teileafón: 01 607 2802.
- trí ríomhphost ó **publications@agriculture.gov.ie**
- trínár láithreán gréasáin **www.agriculture.gov.ie**
- trínár n-oifigí poiblí

Áirítear orthu seo Scéimeanna agus Seirbhísí, Ráiteas Straitéise, Plean Gníomhartha um Sheirbhís do Chustaiméirí, Tuarascáil Bhliantúil, Tuarascáil Bhliantúil agus Tuar, Achoimre ar Staitisticí Talmhaíochta na hÉireann, Bileog Faisnéise Bhliantúil maidir le Talmhaíocht na hÉireann agus réimse leabhráin eolais/bileoga maidir le saincheistanna éagsúla cosúil le CAP, Sábháilteacht Bia, Sláinte Ainmhí agus Plandaí, Curaíocht agus Gortóireacht agus Treoiríníte Foraoiseachta.

Tá faisnéis le fáil ar leathanach 452 de sheirbhís Aertel Teletext ar RTÉ Network 2 faoi fhorbairtí i dtalmhaíocht, cosaint tomhaltóra agus faisnéis ar dhátaí deiridh do scéimeanna éagsúla.

Leanfaimid le fógraí rialta a chur sna nuachtáin áitiúla agus náisiúnta chun tú a chur ar an eolas maidir le forbairtí sonracha inár Scéimeanna agus Seirbhísí.

Eagróimid cruinnithe breise poiblí maidir le hathruithe ollmhóra i mbeartas agus/nó oibríochtaí nuair is cuí.

Ár Láithreán Gréasáin **www.agriculture.gov.ie**

Tá óráidí ar fad na nAirí le fáil ar ár láithreán chomh maith le Preasráitis ar ábhair a bhaineann le talmhaíocht a bhaineann le leas an phobail. Tá neart faisnéise maidir le Táirgeadh Talmhaíochta, Sábháilteacht Bia, an tionscal Talmhaíochta Bia, Sláinte agus Leas Ainmhí, Íocaíochtaí Talmhaíochta, an Comhshaol agus an tSeirbhís Foraoiseachta le fáil ón leathanach baile.

Féadfaidh tú fáil amach faoi go leor ábhair speisialaithe a bhaineann le talmhaíocht ar an láithreán agus rochtain a fháil ar réimsí seirbhísí ginearálta, lena n-áirítear iad siúd a chuireann Ranna Rialtais ar fáil go ginearálta, Comhlachtaí Stáit agus eagraíochtaí cuí eile trí na naisc a chuirtear ar fáil a úsáid.

Féadfaidh úsáideoirí clárú do sheirbhísí leictreonacha reatha agus nua na Roinne cosúil le iMap, Córas Ríomhaireachta Sláinte Ainmí, Tréadphróifíl, Clárú Breith Laonna etc. Tríd an gcaipse seirbhísí a roghnú ar leathanach baile ar láithreán na Roinne.

Féadfaidh úsáideoirí clárú do thopaicí a bhfuil suim acu iontu chomh maith agus gheobhaidh siad ríomhphoist agus/nó teachtaireachtaí téacs (SMS) nuair a fhoilseofar faisnéis maidir leis an ábhar a roghnaigh siad.

www.agriculture.gov.ie/register.jsp

Saoráil Faisnéise

Nuair a theastaíonn rochtain uait ar thaifid atá ag an Roinn, déanfaimid ár ndícheall a mhéid is féidir a sholáthar duit. I gcás nach féidir é seo a dhéanamh, féadfaidh tú iarratas a dhéanamh ar rochtain ar thaifid áirithe faoi na hAchtanna um Shaoráil Faisnéise 1997 agus 2003. Más mian leat, féadfaidh tú dul i dteagmháil leis an Aonad um Shaoráil Faisnéise chun comhairle agus treoir a fháil maidir leis na nósanna imeachta um ghearáin:

An tAonad um Shaoráil Faisnéise
An Roinn Talmhaíochta agus Bia
Agriculture House
Sráid Chill Dara
Baile Átha Cliath 2

Teil: 01 607 2952

Ríomhphost: **FreedomOfInformation@agriculture.gov.ie**

Teicneolaíocht na Faisnéise

Tá áiseanna feabhsaithe teicneolaíochta á bhforbairt agus á dtabhairt isteach an t-am ar fad chun seirbhís níos sciobtha agus níos fearr a sheachadadh. Áirítear orthu seo córais dóibh seo a leanas:

- Ainmí a aithint agus taifead a choinneáil orthu
- Rialú Sláinte Ainmhithe
- Córas Clárú Laonna
- Tréadphróifíl
- Íocaíochtaí agus Aistriú Leictreonach Airgid (EFT)
- Cuntasaíocht níos fearr – cabhraíonn le híocaíochtaí agus EFT
- Rochtain ar líne ar dháileadh talún iMAP
- Fógraí téacs Seirbhísí Gearrtheachtaireachtaí (SMS)

Ról an Chustaiméara maidir le Seirbhís ar Ardchaighdeán a Chinntiú

Tá tú in ann cabhrú linn Seirbhís ar Ardchaighdeán a sholáthar duit trí na treoirlínte simplí seo a leanas a leanúint:

- Tabhair uimhreacha tagartha, nuair is féidir, i ngach comhfhreagras agus cumarsáid leis an Roinn
- Cuir dáta ar gach comhfhreagras scríofa
- Cuir eolas maith ar théarmaí agus ar choinníollacha scéimeanna sula líonann tú amach iarratais
- Comhlíon foirmeacha go cúramach agus go soiléir
- Tabhair faisnéis chruinn agus shoiléir
- Cuir isteach gach cáipéis riachtanach
- Seiceáil go bhfuil iarratais comhlíonta go hiomlán agus sínithe
- Seol isteach iarratais in am tráth roimh an spriocam
- Faigh admháil ar phostáil
- Cinntigh go gcuirtear comhfhreagras ag an seoladh céanna
- Inis dúinn má bhíonn aon athrú in imthosca a d'fhéadfadh tionchar a imirt ar ár gcinneadh
- Tabhair freagra sciobtha ar aon cheist a ardaítear nó aon fhaisnéis bhreise a theastaíonn chun tacú le hiarratais

Caith lenár bhfoireann leis an leibhéal céanna cúirtéise a theastaíonn uait féin uainne.

Nósanna Imeachta um Ghearáin – Foirmiúil agus Neamhfhoirmiúil

Déanaimid iarracht i gcónaí seirbhís iontach a sholáthar dár gcustaiméirí. Mar sin féin, má tá fadhb agat leis an gcaighdeán seirbhíse a cuireadh ar fáil duit, féadfaidh tú dul i dteagmháil le hAonad na Seirbhíse ar Ardchaighdeán ar bhonn neamhfhoirmiúil, áit a bhfaighidh tú freagra sciobtha faoi rún.

Féadfaidh tú úsáid a bhaint as ár nós imeachta foirmiúil maidir le gearáin. Tá bróisiúr a leagan amach an próiseas atá ann le fáil ónár n-oifigí poiblí ar fad, ónár láithreán gréasáin www.agriculture.gov.ie/complaintsbrochure nó trí dul i dteagmháil linn ag:

Aonad na Seirbhíse ar Ardchaighdeán
An Roinn Talmhaíochta agus Bia
Agriculture House
Sráid Chill Dara
Baile Átha Cliath 2

Teileafón: 01 607 2694

LoCall: 1890 200 510 Fólíne 2694

Ríomhphost: **QualityServiceUnit@agriculture.gov.ie**

Caithfear le gach gearán ar bhealach réadach agus neamhchlaonta. Má dhéanaimid botún nó má theipeann orainn seirbhís ar ardchaighdeán a sholáthar déanfaimid iarracht an cás a réiteach chomh sciobtha agus is féidir. Tabharfaimid míniú freisin agus, nuair is cuí, leithscéal.

Ní bheidh aon drochthionchar ag gearán ar an mbealach ina gcaithfidh an Roinn leat sa todhchaí.

Achomhairc Thalmhaíochta

Tabharfaimid tacaíocht iomlán don Oifig Achomharc Talmhaíochta chun seirbhís neamhspleách, inrochtana, cothrom agus tráthúil a sholáthar a chuireann ar do chumas achomharc a dhéanamh ar chinntí na Roinne seo i ndáil le scéimeanna áirithe atá liostaithe sa Sceideal a théann leis an Acht um Achomhairc Talmhaíochta 2001 arna leasú.

Ba chóir achomhairc a sheoladh chuig:

Oifig na nAchomharc Talmhaíochta
Cúirt Chill Dhuinsí
Port Laoise
Co. Laois

Teil: 0502 67167

LoCall: 1890 671671

Facs: 0502 67177

Ríomhphost: **appeals.office@agriculture.gov.ie**

Láithreán Gréasáin: **www.agriappeals.gov.ie**

Achomhairc Foraoiseachta

Leanfaimid le nós imeachta um ghearáin a sholáthar do chustaiméirí na Seirbhíse Foraoiseachta a chinntíonn gur féidir cinntí a dhéantar i ndáil le teidil faoi scéimeanna deontais agus préimhe na Foraoiseachta a achomharc.

Ba chóir iarratais a dhéanamh i scríbhinn, ag leagan amach cúiseanna achomharc maidir le:

Aonad na nAchomharc
An tSeirbhís Foraoiseachta
An Roinn Talmhaíochta agus Bia
Eastát Chaisleán Bhaile Sheáin
Co. Loch Garman

LoCall: 1890 200 223

Facs: 053 43834

An tOmbudsman

Tá ár Nós Imeachta um Ghearáin do Chustaiméirí agus na Córais Achomharc Foraoiseachta sa bhreis ar do cheart reachtúil gearán a dhéanamh d'Oifig an Ombudsman. Mar sin féin, beidh an tOmbudsman ag súil go mbeidh gearán déanta ag an gcustaiméir ar dtús chuig an Roinn agus go mbeidh iarracht déanta aige/aici an cás a réiteach go díreach ar an mbealach seo.

Feidhmíonn an tOmbudsman go neamhspleách ón Rialtas agus soláthraíonn seirbhís chothrom, neamhchlaonta agus rúnda saor in aisce. Féadfaidh tú dul i dteagmháil leis an Ombudsman ag:

Oifig an Ombudsman
18 Sráid Chill Mochargán Íochtarach
Baile Átha Cliath 2

Teil: 01 639 5600

LoCall: 1890 22 30 30

Facs: 01 639 5674

Ríomhphost: **ombudsman@ombudsman.gov.ie**

Láithreán Gréasáin: **www.ombudsman.ie**

Comhchomhairle agus Measúnú

Rachaimid i gcomhairle lenár gcustaiméirí ar bhonn rialta agus déanfaimid measúnú ar ár bhfeidhmíocht i gcoinne na Cairte seo agus ár bPlean Gníomhartha um Sheirbhís do Chustaiméirí:

- Maoirsiú ar ár bhfeidhmíocht i gcoinne gealltanais leagtha amach sa dá chaipéis
- Gearáin déanta leis an Aonad Seirbhíse ar Ardchaighdeán a Athbhreithniú
- Cártaí Tuairimí a sholáthar ag ár nOifigí Áitiúla
- Fócasghrúpaí réigiúnacha a eagrú
- Suirbhéanna a dhéanamh mar is cú

Déanfar meascán acu seo gach bliain agus foilseofar na torthaí inár dTuarascáil Bhliantúil agus ar ár Láithreán Gréasáin.

An Roinn Talmhaíochta agus Bia
Agriculture House
Sráid Chill Dara
Baile Átha Cliath 2

Teil: 01 607 2000

Láithreán Gréasáin: **www.agriculture.gov.ie**