

# 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 2005-2007
- Customer Charter 2005-2007.

**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.

### Provide:-

- 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 – 7C  
Department of Agriculture and Food  
Agriculture House  
Kildare Street  
Dublin 2

Telephone: 01-6072694  
Lo-call: 1890-200-510 Ext. 2694  
E-mail: [QualityServiceUnit@agriculture.gov.ie](mailto: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:-

Kilminchy Court, Portlaoise, Co. Laois  
Tel: 0502-67167/67169  
Lo-call: 1890 671 671  
Fax No. 0502-67177  
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: 01-6785222  
Lo-call: 1890-223-030  
Fax No. 01-6610570

Email: [ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie)  
Website: <http://www.ombudsman.ie>

# NÓS IMEACHTA GEARÁIN CUSTAIMÉARA

## AG SEACHADADH SEIRBHÍS CÁILÍOCHTA CUSTAIMÉARA– NÓS IMEACHTA GEARÁIN

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

### Caighdeáin Seirbhíse

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

- Cairt Cearta d'Fheirmeoirí 2005-2007
- Cairt do Chustaiméirí 2005-2007.

**Nóta: NÍ CHLÚDAÍONN AN 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 thaifeadadh 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 /PPS.N. (Uimhir Phearsanta Seirbhíse Poiblí) má thagann i gceist
- Abair i mbeagán focal go díreach cad leis a bhfuil tú míshásta
- Na dáta(i), ainm na hoifige, agus más cóir, ainm(neacha) an oifigigh/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– 7C  
Roinn Talamháochta agus Bia  
Agriculture House  
Sráid Chill Dara  
Baile Átha Cliath 2  
Guthán: 01-6072694  
Lo-call: 1890-200-510 Fo-líne. 2694  
Ríomhphost: [QualityServiceUnit@agriculture.gov.ie](mailto: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 Talamháochta, 2001, mar a leasaíodh é. Pléann an Oifig Achomhairc Talamháochta le achomhairc den chineál sin.

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

Kilminchy Court, Port Laoise, Co. Laois  
Guthán: 0502-67167/67169  
Lo-call: 1890 671 671  
Uimh. Faics 0502-67177  
Láithreán ghréasáin: <http://www.agriappeals.gov.ie>

## RÓL AN OMBUDSMAN

Tá na socrúithe 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: 01-6785222  
Lo-call: 1890-223-030  
Uimh. Faics 01-6610570  
Ríomhphost: [ombudsman@ombudsman.gov.ie](mailto:ombudsman@ombudsman.gov.ie)  
Láithreán ghréasáin: <http://www.ombudsman.ie>