

# Bord Iascaigh Mhara Customer Charter

## Quality Service Standards

The purpose of this Customer Charter is to set out the standard of service our customers can expect to receive from Bord Iascaigh Mhara. Our aim is to provide our customers with a professional, efficient and courteous service and to do our best to improve the standards of the service which we provide.

Customer satisfaction is very important to us and we aim to achieve this by:

- Giving our customers the best possible service and advice.
- Treating customers in a proper, fair, impartial and courteous manner.
- Aiming to ensure that rights to equal treatment set out by equality legislation are upheld in the delivery of our services.
- Aiming, where possible, to meet any special need our customers may have.

## Official Languages Act 2003

We will liaise with the Department of Community, Rural and Gaeltacht Affairs (DCRGA) so as to ensure compliance in relation to implementing the requirements of this legislation, the primary objective of which is to ensure better availability and a higher standard of public services through Irish or bilingually (Irish and English).

## Communication Standards

Our service delivery to our clients involves providing support, advice, direction and guidance in all aspects of the industry. In order to provide best quality customer service to our clients, we strive to provide the following standards in the delivery of that service:

## Telephone Services

We are committed to:

- Ensuring that our main contact number will be manned from 9am to 5pm, Monday to Friday.

- Where extensions are unattended, voice mail will record your message or transfer you to reception.
  - Voicemails will be responded to promptly.
- Enquiries will be dealt with as soon as possible in a courteous manner.
- Telephone: 01-2144100, Fax: 01-2841123

## Written Correspondence

We are committed to:

- Acknowledge receipt of all such correspondence within 5 working days of receiving same.
- Provide a substantive reply within 20 working days. Where this is not possible, a communication will be made explaining the position before the 20 day period expires.
- Ensuring that all letters are on company headed paper, bearing a contact name, telephone number, fax number and email address.

## Contacting Us Via Email

Where you contact us by email, we will endeavour to respond to your query as soon as possible. Where there is a delay in dealing with the query we will inform you of the reason for that delay.

## Our Website

We will ensure that our website is kept up to date, and contains information relevant to our client base. Where you submit a question, request or comments comment via the online form, we will endeavour to respond to your query as soon as possible. Where there is a delay in dealing with the query we will inform you of the reason for that delay.

## Personal Callers

We will be available to meet punctually with clients, by appointment, during normal office hours and, where it is unavoidable, we will try to be flexible outside office hours.

- We will treat you in a polite, courteous and fair manner.
- We will ensure that our reception area is properly staffed during office opening hours.



- We will provide appropriate facilities for meetings and ensure that our offices are clean, safe and accessible.
- We will ensure access to people with disabilities. Where you have any concerns or special needs, please let us know how we may help.

## Internal Customer

Bord Iascaigh Mhara aims to recognise staff as internal customers and to ensure that they are properly supported and consulted with regard to service delivery issues.

## Information

We will provide our customers with clear and accurate information that is relevant to their enquiry. We will provide prospective grant applicants with eligibility criteria and appropriate information and explain exactly what is required in applications forms and ask only relevant questions. We will make decisions as quickly as possible, giving our reasons for them.

## Privacy and Confidentiality

All our dealings with our customers in the provision of advice, information and support is conducted in a private and confidential manner to the customer.

## Equal Status Policy

Our services are provided to our customers in an impartial and courteous manner with due regard to equality legislation.

## Consultation, Evaluation and Reporting

We will consult with stakeholders as appropriate. This may be done either directly or indirectly through research and consultation with representative groups or through the National Forums. All consultation documents will be concise, clearly laid out and written in simple language, avoiding jargon. We are committed to evaluating and improving the customer service we deliver and to reporting on that service in our annual report.



## Complaints content

We want to know when we get it wrong or could do better so welcome any customer feedback, whether it's complaints, compliments or comments. By letting us know how we're doing; you can help us improve our services.

If you are unhappy with the quality of the service you have received you have a right to complain. If it is not possible to resolve the complaint with the staff member or section with whom you have been dealing, you can address your complaint to the Corporate Planning Unit, who will liaise with senior management to help resolve the complaint.

To the extent possible all complaints received will be acknowledged within 5 working days and responded to within 20 working days. Complaints will be dealt with promptly, fairly and impartially. If your complaint is upheld and/or we have made a mistake, we will rectify it as quickly as possible and offer an explanation and apology.

In cases where you are not satisfied with the outcome or handling of a complaint, the matter may be appealed to the Chief Executive who will implement a review process, the outcome of which will be advised to you.

To lodge a formal complaint and in the event that you need to request such a review you can do so by writing to the Corporate Planning Unit, Bord Iascaigh Mhara, Crofton Road, Dun Laoghaire, Co. Dublin A96 E5A0 or alternatively by sending an e-mail to [complaints@bim.ie](mailto:complaints@bim.ie)

BIM will work with you to obtain a satisfactory outcome to any complaint, however, please be advised that you can refer the case to the Office of the Ombudsman for a review of the matter at any point.

## How will my information be treated by BIM?

The complaint will be treated in confidence unless the complainant wishes otherwise and is subject to our obligations under the Freedom of Information Acts, 1997 and 2003 (FOI) and the Data Protection Acts 1988 and 2003.

## Feedback

We regard feedback as the key to understanding the needs and expectations of our customers and welcome and encourage you to provide us with feedback. We encourage staff to use their day-to-day contact with customers as a means of gathering feedback on the quality of service provided.



## Locations

### **BIM Dun Laoghaire**

Crofton Road

Dun Laoghaire

Co. Dublin

A96 E5A0

Direct: +353 1 2144100

[info@bim.ie](mailto:info@bim.ie)

### **BIM Clonakilty**

Clogheen Road

Clonakilty

Co. Cork

P85 TX47

Direct: +353 1 2144100

[info@bim.ie](mailto:info@bim.ie)

### **BIM Galway**

New Docks

Galway

H91 HD92

Direct +353 91 564318/319

[galwayoffice@bim.ie](mailto:galwayoffice@bim.ie)



### **BIM Killybegs**

Killybegs Fisheries Harbour Centre

The Pier

Killybegs

Co. Donegal

F94 P8YP

Direct: +353 74 9732600

[killybegsoffice@bim.ie](mailto:killybegsoffice@bim.ie)

### **National Fisheries College of Ireland**

Greencastle

Co. Donegal

F93 PX32

Direct: +353 74 9381068

[nfcgreencastle@bim.ie](mailto:nfcgreencastle@bim.ie)

### **National Fisheries College of Ireland**

Castletownbere

Co. Cork

P75 EW24

Direct: +353 27 71230

[nfcicastletownbere@bim.ie](mailto:nfcicastletownbere@bim.ie)