

4.6 Teagasc Customer Charter

This charter outlines the level of service we aim to provide to our customers. Our Customer Action Plan for 2019 to 2021 is available on our website www.teagasc.ie.

Our commitments to you

In providing services we will ensure:

- Your requests are responded to promptly and in a helpful and courteous manner
- You are treated fairly and professionally
- Your information is protected
- You can easily access information about our services
- Persons under 18 years of age are safeguarded in line with the Children First Act 2015 and the Teagasc Safeguarding Policy

In providing information we will ensure:

- Our website is up-to-date, clear, accurate and accessible
- Technical information is presented in easily understood formats
- Information is delivered to a consistently high standard

In arranging events we will ensure:

- You are notified at least three days in advance
- Events are well signposted and start punctually

We will strive to ensure our facilities:

- Are clean, comfortable, safe and accessible
- Have clear and appropriate signage

For office meetings or farm visits we will:

- Keep our appointments with you or inform you of unavoidable delays

To maintain the high quality of our services and research we will:

- Consult with stakeholders to ensure our services remain relevant to industry needs
- Undertake regular international peer review of our research services
- Promote publication of research results in international peer-reviewed journals

Help us to help you

To assist us in providing quality service we ask that you:

- Make appointments for consultations or visits
- Notify us in the event of delay or cancellation
- Treat our staff with courtesy and consideration
- Notify our staff of issues for discussion in advance, to enable us to prepare
- Provide information or documents requested by our staff without delay

What to expect when you contact us

We aim to:

- Answer your calls promptly during office hours
- Connect you with someone who can help, or arrange a call back
- Respond to queries promptly
- Include full staff contact details on all correspondence

Target query response times:

Telephone:	Two working days
Email:	Two working days
Letter:	Five working days

Where an answer cannot be provided within these timeframes, we will inform you of when you can expect a full response.

Service through Irish

- We will endeavour to deal with customers through Irish, where requested
- The Irish language version of the Customer Charter is available on our website www.teagasc.ie

We value your feedback

Please email comments and suggestions to gcs@teagasc.ie or fill out a Customer Comment Card, available at Teagasc offices or online at www.teagasc.ie.

If you are not satisfied with our service, please tell us. Complaints will be promptly and fairly investigated. If we have made a mistake, we will apologise and work to rectify the situation quickly.

Teagasc is committed to safeguarding the rights of the complainant and any staff member involved. A complaint will not affect how we might treat you in the future.

Customer complaints procedure

- Tell the staff member you normally deal with that you are not satisfied. You can do this in person, on the phone or in writing
- If you are not satisfied with the response you receive, you can make a written request for a local review of your complaint to the staff member's manager
- If, having gone through the local review process, you are not satisfied, please contact our Quality Customer Service Officer on 059 9170200 or email gcs@teagasc.ie to request a review by an independent Teagasc staff member

If you are not satisfied that your complaint has been adequately resolved by our customer complaints process, you can contact the Ombudsman, or the Ombudsman for Children if you are under 18

	Office of the Ombudsman	Ombudsman for Children's Office
Address	18 Lower Leeson Street, Dublin 2, D02 HE97	Millennium House, 52-56 Great Strand Street, Dublin 1, D01 F5P8
Email	info@ombudsman.ie	ococomplaint@oco.ie
Website	www.ombudsman.ie	www.oco.ie
Tel	01 639 5600	Freephone 1800 202040

Contact details:

Teagasc
Head Office
Oak Park, Carlow, R93 XE12, Ireland

Tel: +353 (0) 59 9170200

Fax +353 (0) 59 9182097

Email: info@teagasc.ie (general enquiries)

Email: gcs@teagasc.ie (Quality Customer Service Officer)

Version	Revision Date	Summary of Changes	Policy Owner
2.0	October 2020	Updated to reflect new Customer Charter (dated April 2019)	Business Planning & Quality Customer Service