

Teagasc Customer Charter

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

Customer Charter

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 safe, accessible, clean and comfortable
- ▶ 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 services 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 qcs@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 Teagasc staff.

A complaint will not affect how we 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 qcs@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

6 Earlsfort Terrace, Dublin 2, D02W773
Tel: +353 (0)1 639 5600
www.ombudsman.ie

Ombudsman for Children's Office

Millennium House,
52-56 Great Strand Street, Dublin 1, D01 F5P8
Tel: Freephone 1800 202040
Email: ococomplaint@oco.ie
www.oco.ie



Contact Details:

Teagasc Head Office

Teagasc, Oak Park, Carlow, R93 XE12

Email: info@teagasc.ie

(General Enquiries)

Email: qcs@teagasc.ie

(Quality Customer Service Officer)

Website: www.teagasc.ie

Phone: +353 (0)59 917 0200

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