

Customer Charter

Our commitment to quality customer service



This Customer Charter outlines the standard of service you can expect from Teagasc. It explains our commitments to you and how you can work with us so that we can deliver the highest quality service.

Our commitments to you

When providing services, we will:

- Respond promptly, helpfully and courteously.
- Treat you fairly and professionally.
- Protect your personal information.
- Make it easy to access information about our services.
- Safeguard persons under 18 in line with the Children First Act 2015 and Teagasc Safeguarding Policy.

When providing information, we will:

- Endeavour to keep our website up-to-date, accurate and accessible.
- Present technical information in clear, easy to understand formats.
- Deliver information to a consistently high standard.

When arranging events, we will:

- Notify you at least three days in advance.
- Ensure events are well signposted and start on time.

We will strive to ensure our facilities are:

- Safe, accessible, clean and comfortable.
- Clearly and appropriately signposted.

For classes, meetings or farm visits we will:

- Keep all scheduled appointments.
- Inform you promptly of unavoidable delays.

To maintain the high quality, we will:

- Consult with stakeholders to ensure relevance to industry and student 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 help 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, so we can prepare.
- Provide requested documents or information in a timely manner.

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 response times:

Phone: 2 working days

Email: 2 working days

Letter: 5 working days

When more time is needed, we will let you know when you can expect a full response.

Our detailed Customer Action Plan is available on our website here.

[View Customer Action Plan](#)



We value your feedback

Your comments help us improve.

Email qcs@teagasc.ie or complete a Customer Comment Card at any Teagasc office or online via our website.

[Submit Feedback to Teagasc](#)

If you are unhappy with our service, please tell us. We will investigate fairly, correct any mistakes, and your complaint will not affect how we treat you in the future.

How to make a complaint

1. Speak with the staff member you normally deal with, in person, by phone or in writing.
2. If you are not satisfied, you may request a local review by their manager.
3. If you remain dissatisfied, contact our Quality Customer Service Officer on 059 9170200 or email qcs@teagasc.ie to request an independent review.

External escalation

If you are not satisfied with the outcome, you may contact:

Office of the Ombudsman

6 Earlsfort Terrace, Dublin 2 D02W773

Phone: +353 (0) 1 639 5600

Website: www.ombudsman.ie

Ombudsman for Children

Millenium House,

52-56 Great Strand Street, Dublin 1, D01 F5P8

Phone: Freephone 1800 202040

Email: ococomplaint@oco.ie

Website: www.oco.ie

Service through Irish

- We will endeavour to provide service through Irish where requested, including responding in Irish to correspondence received in the Irish language.
- All major publications will be available in Irish and English on our website.
- The Irish language version of the Customer Charter is available on our website: [View Irish language Customer Charter](#)

Email: gaeilge@teagasc.ie

Contact Us:

Teagasc Head Office

Oak Park, Carlow, R93 XE12

General Enquiries

Email: info@teagasc.ie

Quality Customer Service

Email: qcs@teagasc.ie

Phone: +353 (0)59 917 0200

Website: www.teagasc.ie

Teagasc Registered Charity Number: 2002754

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