



**An Roinn  
Turasóireachta, Cultúir agus Spóirt  
Department of  
Tourism, Culture and Sport**

## **CUSTOMER CHARTER**

### **Department of Tourism, Culture and Sport**

#### **Mission Statement**

***"To enrich Irish society by supporting the growth of a competitive and sustainable tourism industry and increasing access to, and participation in, sport, the arts and culture."***

2010

#### **DEPARTMENT OF TOURISM, CULTURE & SPORT**

##### **CUSTOMER CHARTER**

We are committed to providing you, our customer, with an excellent service. This Charter sets out the standards of service you are entitled to expect from us.

##### **TELEPHONE ENQUIRIES**

We will be available to answer your calls during normal office hours (9:15am - 1:00pm and 2:15pm - 5:30pm Monday to Friday [5:15pm on Friday]). Our aim is to answer at least 90% of calls within 15 seconds, be courteous, identify ourselves and our area of work, be helpful and provide you with clear and accurate information - if we cannot provide an immediate answer, take details and call you back at an agreed time. We will only connect callers to voicemail when the person they wish to speak with is unavailable, and we will aim to respond to voicemail messages within one working day.

##### **WRITTEN COMMUNICATIONS**

We will acknowledge all written communications (letter, email, fax) within 5 working days of receipt, and provide a definitive reply to at least 95% within 20 working days (excluding "write-in" campaigns). In cases where there is going to be a delay, we will send you an interim reply explaining the position before the 20-day period expires. Our staff will provide you with full contact details and a reference number (where applicable).

##### **PERSONAL CALLERS**

We will be available to meet punctually with you, by appointment, during normal office hours and, where it is unavoidable, we will try to be flexible outside such hours. We will receive you courteously, be fair and helpful to you, and deal with your enquiry as soon as possible. We will provide appropriate facilities for meetings and ensure that our offices are clean and safe.

##### **OUR WEBSITE**

We will ensure that our website is kept up to date, complies with disability access requirements and contains information relevant to our customer base. We welcome your views on the quality of our website, which you can provide through an on-line feedback facility. Our website address is: <http://www.tcs.gov.ie>.

##### **THE PROVISION OF INFORMATION**

We will ensure that all our generally available information is accessible in both electronic and printed formats.

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

##### **EQUAL STATUS POLICY**

We are fully committed to providing a service that is accessible and relevant to all our customers, accommodates needs and aspirations specific to particular groups of customers and seeks equality of outcome. We will consult with our customers to ensure that their access needs are addressed and we will provide appropriate staff training to support the equal status policy.

##### **SERVICE IN THE IRISH LANGUAGE**

Correspondence that is received in Irish will be replied to in Irish. Every effort will be made to deal with telephone enquiries in Irish and with callers who wish to do business in Irish. The commitments in relation to the provision of service in Irish contained in the Department's Scheme under the Official Languages Act 2003 will be met.

## EVALUATING OUR COMMITMENT TO OUR CUSTOMERS

You have a right to inform us if the standard of service you have received does not meet the commitments made in this Charter or if you believe that an action or decision that affects you is not in accordance with the rules, practices or policies of the Department. The rules and practices of the Department are set out in the Sections 15 and 16 Reference Book under the Freedom of Information Acts, which can be obtained from our website or on request from the Department's Freedom of Information Unit.

If it is not possible to resolve your concerns with the staff member or section with whom you have been dealing, you can contact the Customer Services Manager.

All communications received will be acknowledged within 3 working days and responded to within 20 working days, dealt with in a fair and independent way, and unless you wish otherwise, treated in confidence (subject to our obligations under the Freedom of Information Acts).

If your concerns are upheld and/or we have made a mistake, we will rectify it as quickly as possible and offer an explanation and apology. If you remain dissatisfied, we will inform you of your further right to bring the matter before the Ombudsman.

## SUBMITTING GRANT APPLICATIONS

The Department directly operates the following grant programmes:

- Sports Capital Programme
- Local Authority Swimming Pool Programme
- ACCESS (Arts and Culture Capital Enhancement Support Scheme)
- Culture Ireland schemes

In the case of grant programmes administered by the Department, we will aim to announce grant allocations within the timeframes defined in the Guidelines for those programmes.

## FEEDBACK

We regard feedback as the key to understanding the needs and expectations of our customers. To ensure that your views and comments - both negative and positive - are communicated to us we provide freepost comment cards, an on-line facility on our website whereby customer service feedback can be provided, and we encourage staff to use their day-to-day contact with customers as a means of gathering feedback on quality of service provided.

## FREEDOM OF INFORMATION

The Freedom of Information Acts 1997 and 2003 (FOI Acts) confer on the general public the right to seek access to records held by public bodies (subject to certain exemptions), to seek reasons for decisions affecting oneself, and to have personal information about oneself corrected.

Should you wish to make a request under FOI for access to records which you believe are held by this Department, you should write to our Freedom of Information Unit at our Killarney office stating clearly that you are **requesting** information under the Freedom of Information Acts. You may also submit an FOI request by e-mail to: [foi@tcs.gov.ie](mailto:foi@tcs.gov.ie).

## OUR PERFORMANCE

Details of our services and the standards we aim to achieve are published in our Customer Service Action Plan. We will continue to monitor and evaluate our performance and publish the results in our Annual Reports.

## HELP US TO HELP YOU

To assist us in reaching our service standards, we would be grateful if you could quote any relevant reference number in all communication with us and

ensure that application forms are fully, accurately and legibly completed by the specified deadline (where applicable). If you wish to meet with a member of our staff, you should make a prior appointment.

## LOCATION

The Department's offices are located at New Road, Killarney, Co. Kerry, and at 23 Kildare Street, Dublin 2. Both of our offices are open from 9:15am to 1:00pm and from 2:15pm to 5:30pm each day (5:15pm on Fridays). The Customer Services Manager and the FOI Unit are based in the Killarney office.

## CONTACT US

Phone:

Dublin office: (01) 6313800

Killarney office: (064) 6627300

Lo-call phone number for callers from outside 064 area: 1890 273000

Lo-call phone number for callers from outside 01 area: 1890 383000

You can dial a staff member directly if you know their extension number by replacing the last four digits of the phone number with the extension number you require.

**E-mail address:** [webmaster@tcs.gov.ie](mailto:webmaster@tcs.gov.ie) (all staff also have individual e-mail addresses, in the following format - [firstname.surname@tcs.gov.ie](mailto:firstname.surname@tcs.gov.ie))  
**Customer Services:** [customerservice@tcs.gov.ie](mailto:customerservice@tcs.gov.ie)  
**FOI Unit:** [foi@tcs.gov.ie](mailto:foi@tcs.gov.ie) **Web:** [www.tcs.gov.ie](http://www.tcs.gov.ie)

## OTHER USEFUL CONTACTS

Archbishop Marsh's Library (Phone: 01-4543511, Fax: 01-4543511) [www.marshlibrary.ie](http://www.marshlibrary.ie)

Arts Council (Phone: 01-6180200, Fax: 01-6761302) [www.artscouncil.ie](http://www.artscouncil.ie)

Chester Beatty Library (Phone: 01-4070750, Fax: 01-4070760) [www.cbl.ie](http://www.cbl.ie)

Culture Ireland (Phone: 01-6313917, 01-6313905, 01-6313994; Email: [cultureireland@tcs.gov.ie](mailto:cultureireland@tcs.gov.ie))  
[www.cultureireland.gov.ie](http://www.cultureireland.gov.ie)

Fáilte Ireland (Phone: 01- 8847700 Fax; 01-8556821) [www.failteireland.ie](http://www.failteireland.ie) (Corporate Website) or [www.discoverireland.com](http://www.discoverireland.com) (Overseas Consumer) or [www.discoverireland.ie](http://www.discoverireland.ie) (Domestic Consumer)

Irish Film Board (Phone: 091-561398, Fax: 091-561405) [www.irishfilmboard.ie](http://www.irishfilmboard.ie)

Irish Manuscripts Commission (Phone: 01-6761610, Fax: 01-6623832) [www.irmss.ie](http://www.irmss.ie)

Irish Museum of Modern Art (Phone: 01-6129900, Fax: 01-6129999) [www.imma.ie](http://www.imma.ie)

Irish Sports Council (Phone: 01-8608800, Fax: 01-8608880) [www.irishsportsCouncil.ie](http://www.irishsportsCouncil.ie)

National Archives (Phone: 01-4072300, Lo-Call 1890 252424 Fax: 01-4072333)  
[www.nationalarchives.ie](http://www.nationalarchives.ie)

National Concert Hall (Phone: 01-4170077, Fax: 01-4170078) [www.nch.ie](http://www.nch.ie)

National Gallery of Ireland (Phone: 01-6615133, Fax: 01-6615372) [www.nationalgallery.ie](http://www.nationalgallery.ie)

National Library of Ireland (Phone: 01-6030200, Fax: 01-6766690) [www.nli.ie](http://www.nli.ie)

National Museum of Ireland (Phone: 01-6777444, Fax: 01-6777450) [www.museum.ie](http://www.museum.ie)

National Sports Campus Development Authority (Phone: 01-8097300, Fax: 01-8097332)  
[www.nscda.ie](http://www.nscda.ie)

Shannon Development (Tourism Division) (Phone: 061-361555, Fax: 061-363180)  
[www.shannondevelopment.ie](http://www.shannondevelopment.ie)

Tourism Ireland Ltd (Phone: 01-4763400, Fax: 01-4763666) [www.tourismireland.com](http://www.tourismireland.com) (Corporate Website) or [www.discoverireland.com](http://www.discoverireland.com) (Overseas Consumer) or [www.discoverireland.ie](http://www.discoverireland.ie) (Domestic Consumer)