



Customer Charter



Food Safety Authority of Ireland

Our mission is to protect consumers' health and consumers' interests by ensuring that food consumed, distributed, marketed or produced in the State meets the highest standards of food safety and hygiene.

We are fully committed to providing our customers with an efficient, timely, professional and courteous service.



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Our Customers

The Food Safety Authority of Ireland (FSAI) has a wide range of customers, to include consumers, the food industry, food distributors, caterers, retailers, media, students, researchers, and personnel from official agencies and Government departments.

This charter sets out the standards of service you, as a customer, can expect to receive when contacting the FSAI advice-line or information centre¹.

Our Promise to You

We will:

- Deal with you, our customer, promptly, efficiently and to the best of our ability
- Provide clear and accurate information
- Be polite, friendly and fair in our dealings with you
- Set real and achievable targets and monitor performance against the achievement of those targets
- Consult with our customers on a regular basis in order to evaluate our services
- Treat our customers equally and with respect
- Protect any personal information you give us
- Inform you of your rights and entitlements
- Provide redress when you have a complaint

¹ If a customer contacts the FSAI using another means (i.e. direct dial telephone number, other email address) the principles outlined in this customer charter cannot be guaranteed

The Service You Can Expect From Us



Telephone

Advice-line – 1890 33 66 77

Reception – 01 8171300

- Our reception telephone is operated Monday to Friday from 8:30am to 5:30pm. Our advice-line operates from 9:00am to 5:00pm, weekdays.
- We have provided a lo-call number (1890 33 66 77) to make it easy for you to call us.
- We will identify ourselves when we answer a telephone call.
- Our aim is to answer at least 90% of calls within 15 seconds, during business hours. If however, your call is transferred to our advice-line voicemail, we will respond to your voice message within three hours.
- If you leave a voice message on our advice-line voicemail outside of office hours, we will respond to your message within the first three hours of the next working day.
- Where it is necessary to transfer your call, we will tell you the name of the person to whom you are being transferred and ensure that person is briefed on the nature of your call.
- We will try to answer your query immediately. If we cannot do this, we will respond to your query within five working days.
- We will respect your privacy and treat your enquiry or complaint in confidence.



Email (info@fsai.ie)

- Your email will be acknowledged within two working days of receipt and we will respond to your enquiry fully within five working days, where possible.
- Where it is not possible to respond fully within five working days, e.g. where an enquiry requires considerable research or expertise, you will be advised that this is the case and when you should expect a full response to your enquiry.
- We will ensure all our email correspondence includes a contact name, telephone number and email address.
- We will ensure our email correspondence is clear and technical terms are explained.
- We will respect your privacy and treat your enquiry or complaint in confidence.



Letter (addressed 'Information Centre')

We will:

- Acknowledge receipt of your letter within five working days
- Respond, in writing, to your enquiry within 15 working days. Where it is not possible to issue a full reply within 15 working days, you will be advised that this is the case and when you should expect a full response to your enquiry
- Ensure all our correspondence includes a contact name, address and telephone number
- Ensure our written correspondence is clear and technical terms are explained
- Help you as much as we can and give you as much clear and accurate information as we can
- Respect your privacy and treat your enquiry or complaint in confidence



Visiting the FSAI

We will:

- Be available to meet punctually with you, by appointment, within normal office hours
- Provide appropriate facilities for meeting with you
- Deal with your enquiry as soon as possible
- Ensure our offices are clean and safe, and comply with health and safety standards
- Respect your privacy and treat your enquiry or complaint in confidence
- Be polite, courteous and helpful to you

If you wish to call into our information centre without an appointment, one of our staff members will meet you within five minutes.



Website (www.fsai.ie)

We will:

- Keep our website up-to-date
- Ensure the information on our website is clear and accurate, and where possible, technical terms will be explained
- Strive to make our website easy to access and navigate
- Maintain a user-friendly, accessible website; accessible even with the simplest browsers
- Maintain our website in compliance with the Website Accessibility Initiative (WAI), Level 2
- Provide facilities for making an enquiry or complaint on our website
- Acknowledge enquiries or complaints made via the website within two working days and we will respond fully within five working days, where possible
- Offer the facility to subscribe to sections of our website which may be of interest to you

Access for People with Disabilities

- We will ensure that there is access for people with disabilities, which is maintained to a high standard.
- We will ensure that information produced by the FSAI, where possible, is available in a suitable format for people with disabilities.
- We will maintain our website in compliance with the Website Accessibility Initiative (WAI), Level 2.
- If you have a disability and inform us of your intention to visit the FSAI, we will provide all the necessary assistance and information you will require to comfortably and safely access the building.
- Signage of disabled facilities will be reviewed and improved as necessary.

Help Us to Help You

In order to help us to provide the best service we can, please:

- Quote any relevant reference numbers when you telephone us, or on any written correspondence
- Ensure to include your name, address and a daytime telephone number or email address on your correspondence
- Be as clear as possible about your enquiry or complaint and give us as much detail as possible
- Provide full and accurate information
- Make comments, complaints or suggestions about the services you receive
- Respond to any customer survey or questionnaire that we may ask you to take part in
- Treat our staff politely and with respect

We Value Your Opinion

Let us know when you are happy with the service we have provided for you. Equally, if you are unhappy with our service or if you have suggestions to improve our service, we would like to hear from you.

To do this:

- Log onto our website, www.fsai.ie
- Email: customerfeedback@fsai.ie / info@fsai.ie
- Call us on lo-call 1890 33 66 77
- Call into our office in Abbey Court, Lower Abbey Street, Dublin 1
- Write to: Customer Feedback Coordinator, Food Safety Authority of Ireland, Abbey Court, Lower Abbey Street, Dublin 1

How to Complain

If you are not satisfied with the services provided by the FSAI or you believe the services you have received fall short of what is outlined in this charter, you have a right to complain. All formal complaints will be acknowledged within ten working days and responded to in writing as soon as possible. All complaints will be dealt with fairly and independently. We will do our best to put things right if we have made a mistake.

Complaints should be addressed to:

**Customer Feedback Coordinator
Food Safety Authority of Ireland
Abbey Court
Lower Abbey Street
Dublin 1**

Telephone: 01 8171300

Email: customerfeedback@fsai.ie

Feedback

The FSAI is committed to evaluating and improving its services. We will evaluate our services on a regular basis and may contact you for your feedback. To help us improve our services, we would appreciate if you would take the time to respond truthfully and fully to any customer survey or questionnaire that we may ask you to take part in, either written or by telephone.

How to Contact Us

Postal address:

Food Safety Authority of Ireland
Abbey Court
Lower Abbey Street
Dublin 1

Telephone: 01 8171300

Advice Line/Lo-call number: 1890 33 66 77

Fax: 01 8171301

Email: info@fsai.ie

Website: www.fsai.ie

Facebook: www.facebook.com/FSAI

Our office is open from 9am to 5pm, Monday to Friday.

Currently, the FSAI does not fall within the remit of the Office of the Ombudsman. It does, however, fall under the Ombudsman Amendment Bill, which is currently before the House of the Oireachtas. We will update our customer charter when this Act commences.





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Dublin 1

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