



Customer Charter



Food Safety Authority of Ireland

Our mission is to protect consumers' health and consumers' interests by ensuring that food consumed, produced distributed or marketed in the State meets the highest standards of food safety reasonably attainable and that people have accurate and worthwhile information about the nature of the food they eat.

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, food business operators and their staff, media, personnel from food related non-Governmental organisations, food and nutrition consultants, students, researchers, trainers, personnel from official agencies and Government departments and FSAI staff.

This charter sets out the standards of service you, as a customer, can expect to receive when contacting the FSAI (reception, advice-line, info@fsai.ie, rapidalert@fsai.ie, facebook, Twitter and 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 336677) 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 voicemail, we will respond to your voice message within three hours
- If you leave a voice message 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, rapidalert@fsai.ie)

- We will respond to your enquiry to info@fsai.ie fully within five working days, and your notification to rapidalert@fsai.ie within two working days, where possible
- Where it is not possible to respond fully within the time frame specified above, 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
- All our email correspondence will include a contact name, telephone number and email address
- We will strive to ensure our email correspondence is clear and technical terms are explained
- Your enquiry or complaint will be dealt with in confidence



Letter (addressed 'Information Centre')

- We will acknowledge receipt of your letter within five working days.
- If possible, we will 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
- All our correspondence will include a contact name, address and telephone number
- Our written correspondence will be clear and technical terms will be explained
- We will help you as much as we can and give you as much clear and accurate information as we can
- Your enquiry or complaint will be dealt with in confidence



Visiting the FSAI

- We will be available to meet punctually with you by appointment, within normal office hours
- Our facilities will be well maintained and suitable for meeting with you
- We will deal with your enquiry as soon as possible
- We will ensure our offices are clean and safe, and comply with health and safety standards
- Your enquiry or complaint will be dealt with in confidence, respecting your privacy
- We will 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)

- Our website will be maintained up-to-date
- We will ensure the information on our website is clear and accurate, and where possible, technical terms will be explained
- We will strive to make our website easy to access and navigate
- Our website will be user-friendly and accessible, catering for a wide range of browsers
- A mobile version of our website is available
- The website will be maintained in compliance with the Website Accessibility Initiative (WAI), Level 2
- Users will have facilities for making an enquiry or complaint via the website
- Enquiries or complaints made via the website will be responded to within five working days
- The website will offer the facility to subscribe to sections which may be of interest to you



Social Media

- We will update our social media platforms (facebook and Twitter) with relevant information as it becomes available
- We will respond to questions/queries posed on social media as soon as we can, but within one working day
- We ask that you do not post names of food businesses or products on the FSAI's pages. If they are posted, they will be removed
- We will review all comments and will remove any that are inappropriate or offensive

Access for People with Disabilities

- We will ensure that there is access for people with disabilities, which is maintained to a high standard
- 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
- 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

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 things go wrong, when you get a good service or if you have suggestions to improve our service.

To do this:

- Log onto our website,
www.fsai.ie/about_us/contact_us
- Email: info@fsai.ie, customerfeedback@fsai.ie
- Call us on 1890 33 66 77 or 01 8171300
- Call into our office in Abbey Court,
Lower Abbey Street, Dublin 1
- Write to: Customer Services,
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

If customers are not satisfied with the way in which a complaint has been handled, they have a right to appeal. Appeals can be sent to:

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

or by email to customerappeals@fsai.ie.

The FSAI will ensure its staff and customers are fully aware of the appeals process to follow.

If, however, the outcome of the appeals procedure is not satisfactory, a customer has the right of further appeal to the Office of the Ombudsman.²

Office of the Ombudsman
18 Lower Leeson Street
Dublin 2

Telephone: 01 6395600/1890 223030

Email: ombudsman@ombudsman.ie

² The Ombudsman (Amendment) Act 2012 brought over 180 additional public bodies, including the FSAI, under the remit of the Ombudsman with effect from 1 May 2013.

Freedom of Information

The FSAI complies fully with the terms of the Freedom of Information Act, 1997 (as amended). We will make every effort to provide you with as much information as possible informally, without resort to the terms of the Act. However, should you wish to make a formal request under the Act, you should email the Freedom of Information Officer, foi@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, online 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: 1890 33 66 77

Fax: 01 8171301

Email: info@fsai.ie

Website: www.fsai.ie/about_us/contact_us

Facebook: www.facebook.com/FSAI

Twitter: @FSAIinfo

Our office is open from 9am to 5pm, Monday to Friday. Our reception is open from 8:30am to 5:30pm, weekdays.





Food Safety Authority of Ireland

Abbey Court
Lower Abbey St
Dublin 1

Tel: 01 817 1300

Email: info@fsai.ie

Website: www.fsai.ie

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