

2016-2018

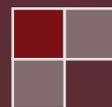
Customer Service Action Plan

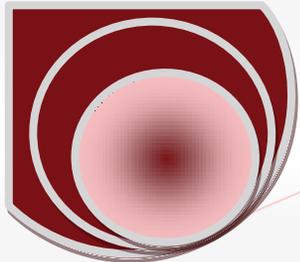
Department of Arts, Heritage, Regional, Rural and Gaeltacht
Affairs



An Roinn Ealaíon, Oidhreachta,
Gnóthaí Réigiúnacha, Tuaithe agus Gaeltachta

Department of Arts, Heritage,
Regional, Rural and Gaeltacht Affairs

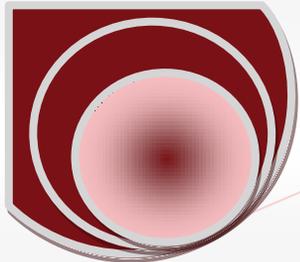




Customer Service Action Plan

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Customer Service Action Plan

What is a Customer Service Action Plan?

A Customer Service Action Plan contains information regarding the quality of service we aim to provide to you. When you contact our offices our staff will deal with your query in an effective, efficient and reliable manner. Delivering a high standard of service to our customers is a key priority for this Department.

In order to maintain and improve our service, the Department has adopted codes of practice to underpin its relationship with customers. All members of staff are made aware of their obligations under these codes of practice and receive ongoing training and support in meeting these standards.

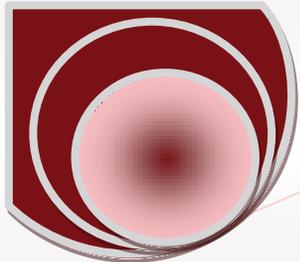
About the Department of Arts, Heritage, Regional, Rural and Gaeltacht Affairs

The Department's mission and mandate is:

"to promote and protect Ireland's heritage and culture, to advance the use of the Irish language, to support the sustainable development of the islands and to develop cultural tourism."

The Department's principal offices are located in: Dublin, Galway, Killarney and Wexford. Staff are also based in National Parks and other regional locations throughout the country. Contact details for our offices and main services are provided at Appendix 1.

Details of those public bodies funded from the Department's Vote are listed in Appendix 2.

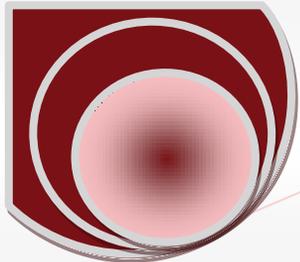


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Our Customers and Stakeholders

The policies and strategies delivered by the Department ultimately impact on a wide array of communities and people, such as:

- The Minister and Ministers of State
- Other members of the Government
- Members of the Oireachtas
- Other Government Departments
- European Institutions and Organisations
- North-South Implementation Structures
- State Agencies under the aegis of the Department
- Other state agencies including Local Government
- All Groups and Intermediary Bodies delivering Programmes on behalf of the Department
- Applicants and grant recipients under the various schemes administered directly by the Department
- Communities and individuals throughout the country
- Representative bodies, NGOs and other interest groups



Customer Service Action Plan

Implementing the Principles of Quality Customer Service

The Department is committed to advancing the principles of Quality Customer Service, thereby further improving the level of our service to our customers. In respect of each principle, we set out below our implementation strategy over the next three years, including key actions.

1. Quality Service Standards

Principle: 'publish a statement that outlines the nature and quality of service that customers can expect and display it prominently at the point of service delivery'.

In order to address the above principle the Department will implement the following actions:

Customer service unit:

<p>1. We will publish a Customer Service Charter for display in Public offices.</p>
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Performance Indicator(s):

- The Customer Charter and other appropriate information is available on our website, www.ahrrga.gov.ie and in all of the Department's main public offices.

<p>2. We will keep under review the quality of service delivered to our customers on an ongoing basis and address any issues that may arise as appropriate.</p>
--

Performance Indicator(s):

- Customer service surveys are conducted every 2 years and feedback is monitored. A feedback form can also be found on the Department's website.

<p>3. We will promote and increase awareness of the 12 principles of quality customer service set out by the Department of Public, Expenditure & Reform, among Departmental staff and our customers.</p>

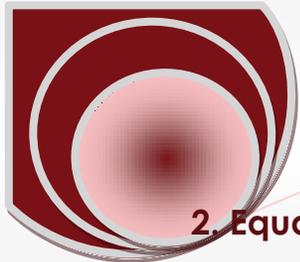
Performance Indicator(s):

- Customer service guidance and advice is provided to staff and customer service training is included in the Department's Training Plan for staff.

<p>4. We will report on progress achieved in relation to customer service each year in the Department's Annual Report.</p>

Performance Indicator(s):

- Progress is reported in the Department's Annual Report.



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2. Equality/Diversity/Protection of Children

Principle: 'Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (on the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community). Identify and work to eliminate barriers to services for people experiencing poverty and social exclusion and for those facing geographic barriers to service. Promote the safety and well-being of children in delivering relevant services and provide a safe environment and experience in which the welfare of the child is paramount'

The Department is committed to dealing with all of its customers in a professional manner, according fair and equal treatment irrespective of race, gender, socio-economic status, language, disability and other social attributes. The Department will also implement the requirements of the Children First Act 2015 and all associated guidance. The Department will implement the following commitments:

All

5. We will ensure that customers and staff are treated equally and with fairness in all of their dealings with us.

Performance Indicator(s):

- Feedback from Customer Surveys and levels of complaints received.
- Adherence to provisions of Equality legislation

6. We will ensure that services to children which are provided or funded by the Department will be delivered in accordance with the Children First legislation and guidelines.

Performance Indicator(s):

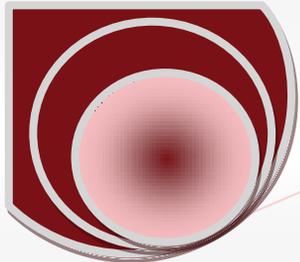
- We will ensure that our Child Protection Policy and procedures are reviewed regularly and that staff dealing with children are given adequate training for their role.
- We will establish procedures to ensure that Children First legislation is fully complied with and that evidence of appropriate levels of compliance are in place in organisations in receipt of funding under schemes operated by the Department.

Human Resources

7. We will ensure that equality and diversity are central to the Department's policy and legislative development.

Performance Indicator(s):

- Compliance with Equality legislation and principles.



Customer Service Action Plan

Human Resources and Training Unit

8. We will promote staff awareness of equality and diversity through information sessions and training.

Performance Indicator(s):

- Training events held and information and advice provided to staff as required. The National Disability Authority has customised its "Disability Equality Training for Public Service Staff" online course for the Department has been made available to all staff on the Extranet or in hard copy on request from Training Unit.

9. We will implement the principles of the '*Code of Practice for the Employment of People with a Disability in the Irish Civil Service*' and will monitor compliance with the employment targets under Part 5 of the *Disability Act 2005*.

Performance Indicator(s):

- The principles are implemented and employment targets are achieved. Since its establishment in 2011, the Department has reached the statutory target.

3. Physical Access

Principle: 'Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs'

In order to address the above principle the Department will implement the following commitments:

Corporate Services

10. We will ensure that up to date health and safety statements are in place for all of the Department's offices and that adequate safety procedures are in place in case of emergencies that may arise.

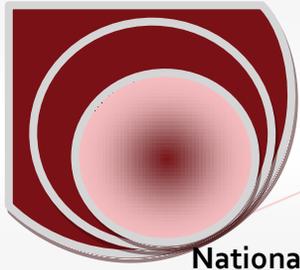
Performance Indicator(s):

- Health and safety statements are in place and implemented. A work programme is drawn up which includes a review of safety statements, risk assessment and training.

11. We will ensure that all building works undertaken are disability proofed.

Performance Indicator(s):

- Disability proofing is addressed in all building works. This will continue to be addressed in all future works and action implemented where required in conjunction with OPW.
- The Department's Disability Access Officer will work to address issues relating to physical access.



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National Parks and Wildlife Service

12. We will maintain all NPWS premises to an appropriate standard for our customers and staff.

Performance Indicator(s):

- Comments entered in visitor books in NPWS sites are reviewed and customer feedback is monitored with a view to making necessary improvements where possible.

13. We will work towards improving access at NPWS visitor centres.

Performance Indicator(s):

- Access to be improved in accordance with the targets set out in NPWS conservation management plans. These plans include descriptive information about a site and a management framework section, which outlines objectives and strategies for accessibility. Management plans can be viewed on the website of the National Parks and Wildlife Service, www.npws.ie
- Commitments in National Disability Implementation Plan implemented.

4. Information

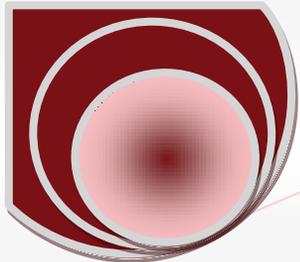
Principle: 'Take a proactive approach in providing information that is clear, timely and accurate; is available at all points of contact and meets with requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and the information available on public service websites follows the guidelines on web publication. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.'

The Department is committed to providing clear, accurate and timely information to our customers about our policies, services and programmes. Information regarding the Department can be located on www.ahrrga.gov.ie.

Customers can request to have information made available to them in various formats, such as:

- electronic
- printed
- audio
- Braille
- Additional formats as requested

Please contact units directly or customer.service@ahg.gov.ie to request material.



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Freedom of Information/Access to Information on the Environment

The Freedom of Information Act 2014 and the Access to Information on the Environment Regulations assert the right of members of the public to obtain access to official information to the greatest extent possible, consistent with the public interest and the right to privacy of individuals. You have a right to request:

- Access to records held by this Department;
- Correction of personal information held by the Department concerning yourself wherever it is inaccurate, incomplete or misleading;
- Access to reasons for decisions made by the Department directly affecting you.

Further details in relation to FOI and AIE can be accessed through the Department's web-site at www.ahrrga.gov.ie.

In order to address the above principle the Department will implement the following commitments:

All

14. We will use clear language in our forms and information leaflets.

Performance Indicator(s):

- Levels and nature of queries received in relation to completion of forms. Feedback received from our customers via comment cards, emails received in the QCS mailbox and other feedback mechanisms such as website and/or customer surveys.

15. All business units will nominate a staff member to deal with customer service queries

Performance Indicator(s):

- Each Business unit to nominate a staff member at an appropriate grade nominated to deal with customer queries.

16. Contact email addresses and contact numbers for each Business Unit to published on the Department's website to facilitate direct contact by customers.

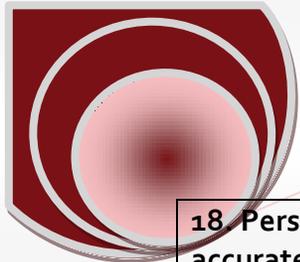
Performance Indicator(s):

- E-mail addresses and contact numbers for all units are easily accessible on the Department's website.

17. We will meet the statutory requirements in relation to the processing of requests made under the FOI and AIE legislation and we will publish non personal/private information about requests received online.

Performance Indicator(s):

- The relevant statutory requirements are met.
- The log of FOI requests is published in a timely manner.



Customer Service Action Plan

18. Personal data obtained from our customers will be kept securely, lawfully and accurately, processed only for the purposes for which it was gathered and retained for no longer than it is necessary to do so.

Performance Indicator(s):

- The Department will meet all its responsibilities under the Data Protection Acts.
- All issues raised in relation to personal data will be dealt with promptly and fairly.

IT

19. We will monitor the Department's websites to ensure that the information provided is up to date and accurate.

Performance Indicator(s):

- Feedback received from our customers via the feedback mechanisms detailed above.

20. The Department's website will be accessible to people with disabilities.

Performance Indicator(s):

- The Department's website design will be checked against the National Disability Authority's guidance and best practice for accessibility. Web content to be published in accessible format.
- The Department's Disability Access Officer will work to address issues relating to accessibility to information.

21. We will monitor the quality and number of websites in operation for the Department to ensure that information is distributed in an efficient and streamlined way.

Performance Indicator(s):

- Appropriate structures are in place for managing the various websites under the Department's remit. Irish language and accessibility requirements are taken into account when content is published.

Heritage and IT

22. We will maintain our Development Applications Tracking System for planning referrals.

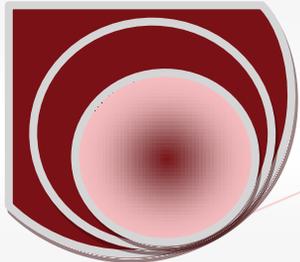
Performance Indicator(s):

- The eReferrals system to facilitate the electronic transfer of planning applications from planning authorities to the Department will be progressed further.

23. We will continue to disseminate information about biodiversity via '*Notice Nature*', NPWS Education and Visitor Centres and the NPWS website, www.npws.ie

Performance Indicator(s):

- Policy makers, stakeholders and the general public have an enhanced appreciation of the value of biodiversity and ecosystem services.



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5. Timeliness and Courtesy

Principle: 'Deliver quality services with courtesy, sensitivity and with minimum delay, fostering a climate of mutual respect between provider and customer. Give contact names in all communications to ensure ease of ongoing transactions.'

We will deliver all our services, in accordance with our Codes of Practice for Quality Customer Care, in a courteous manner fostering a climate of mutual respect between staff and customers. We have set out the standards of service that you are entitled to expect from us in our Customer Charter. The Department will implement the following commitments:

All

24. We will behave in a manner which is appropriate to the business environment and will be polite and courteous in our dealings with colleagues and customers.

Performance Indicator(s):

- Feedback received from our customers via the various feedback mechanisms.

25. We will raise awareness amongst staff of the guidelines and recommended procedures in relation to answering telephone calls and dealing with correspondence.

Performance Indicator(s):

- Staff members are aware of the guidelines and recommended procedures in place.
- Positive feedback received from our customers via the various feedback mechanisms.

26. Staff will provide full contact details in all e-mail communications and will utilise automatic out of office and voicemail facilities when not in the office.

Performance Indicator(s):

- All staff to provide name, address and telephone numbers in the e-mail signatures.
- All staff to use voicemail and out of office replies when unavailable.

Finance

27. We will continue to reduce the amount of late payments made by this Department.

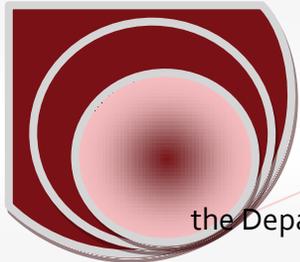
Performance Indicator(s):

- Adherence to requirements of Prompt Payments legislation

6. Complaints

Principle: 'Maintain a well publicised, accessible, transparent and simple to use system of dealing with complaints about the quality of service provided.'

The Department distinguishes between complaints which relate to the quality of service provided and appeals relating to dissatisfaction with a particular decision made by an officer of



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the Department.

A complaints procedure relating to the quality of service is available to our customers. This has been drawn up in accordance with the guidelines set out by the Ombudsman's Office and is set out in appendix 3 of this document.

In order to address the above principle the Department will implement the following commitments:

Customer Service Unit

28. We will publicise our complaints procedure on our website, www.ahrrga.gov.ie and in our Customer Charter.

Performance Indicator(s):

- Ease of access to Complaints Procedure and Customer Charter on the Department's website.

29. We will monitor queries and complaints received in the Department's customer service mailbox - customer.service@ahg.gov.ie

Performance Indicator(s):

- Queries are addressed and complaints are dealt with in a timely manner in accordance with the complaints procedure

30. We will ensure that details of complaints received in the Department from the public and the Ombudsman's Office are forwarded to the Customer Service Unit as soon as they are received for follow up and quality control purposes.

Performance Indicator(s):

- Log of complaints maintained in Corporate Governance unit and any follow action required is undertaken in a timely manner.

Customer Service Unit and Training Unit

31. We will raise awareness of the customer complaints procedure among staff and arrange further training if necessary.

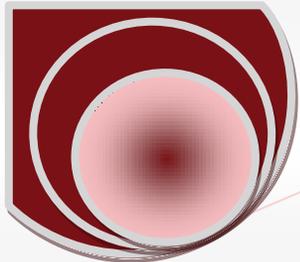
Performance Indicator(s):

- Information and advice is provided to staff and training needs are identified and addressed where required.

32. We will address all complaints in accordance with the procedures set out in our Customer Charter.

Performance Indicator(s):

- Complaints are dealt with in accordance with the prescribed procedures.



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7. Appeals/Reviews

Principle: 'Maintain a formalised, well-publicised, accessible, transparent and simple-to-use system of appeal/review for customers who are dissatisfied with decisions in relation to services.'

We are committed to ensuring that customers are aware of the options available to them when they are dissatisfied with a decision taken by the Department in the operation of a scheme or service. Many of our schemes have an appeals mechanism in place where the customer can have the decision reviewed. If you have any queries in relation to a specific scheme or appeals procedure, you can contact the customer service mailbox via the email address, customer.service@ahg.gov.ie. If you are unhappy with the way in which the Department has dealt with your appeal, you have the right to approach the Office of the Ombudsman, details of which can be found on the Department's website.

Statutory appeals processes are also provided for under the Freedom of Information and Access to Information on the Environment legislation.

In order to address this principle we will implement the following commitments:

Customer Service Unit

33. We will ensure that customers are aware of the options available to them when they are dissatisfied with a decision made by the Department.

Performance Indicator(s):

- Details of the appropriate appeals procedures are incorporated into information about the Department's schemes and programmes and are published on the Department's website.
- Appeals procedures in place for all schemes and programmes in the Department where necessary.

8. Consultation and Evaluation

Principle: 'Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.'

In terms of evaluating our services, a comment card will be developed and made available to our customers to provide feedback on any aspect of the services provided by the Department. We will also provide a secure e-form on the Department's website, which will allow customers to supply direct feedback to our customer service mailbox. The NPWS also provides visitor



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books within the national parks which can be used by customers to provide feedback and offer suggestions on how we can provide an even better experience when they visit in future.

In addition, we will implement the following commitments:

All

34. We will ensure that, where possible, units making changes to services or developing policy will consult with key stakeholders to allow them to have an input into the process.

Performance Indicator(s):

- Customer input is sought and considered in the development of policies and services.

Customer service unit

35. Customer service unit will carry out an external customer satisfaction survey in 2016 to evaluate the level of service being provided by the Department.

Performance Indicator(s):

- Survey carried out and results evaluated

National Parks and Wildlife Service

36. Improve the external communications of the NPWS and facilitate more systematic engagement with external bodies and local authorities.

Performance Indicator(s):

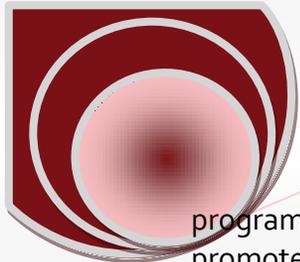
- More systematic and timely engagement undertaken on conservation issues through new communications and education measures.
- Stakeholders satisfied that they have input in the development of services.
- The National Parks Managers' Forum will examine ways of improving feedback systems within the National Parks.

9. Choice

Principle: 'Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice and quality of delivery.'

We are committed to facilitating in so far as possible a broad range of choice to customers in accessing information and services.

At our NPWS sites, a choice of visitor facilities is provided, including informational displays, audio/visual presentations and guided tours. In addition, the NPWS runs a significant number of education programmes, both onsite at parks and reserves and through outreach



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programmes, targeted at primary and second level schools. These courses and activities promote knowledge, understanding, enjoyment and appreciation of the natural environment for all. Support activities such as arts and crafts, drama and other forms of creative expression on related scientific themes can also be included. The staff of the NPWS are also involved in a wide variety of events and activities at local and regional level, including public walks and talks, family days, exhibitions and open days.

In the area of the Irish language, the Department will continue to introduce new technology, as appropriate, to ensure that we are conducting our business in the most effective and efficient manner. Initiatives undertaken or supported by the Department in this area include:

- The online Irish language placenames database, www.logainm.ie;
- The online Irish language terminology dictionary facility, www.focal.ie;
- The use of translation memory and machine translation software to maintain the highest standard of translated material in the most cost effective way; and
- The online resource for public bodies, www.freagra.net, to assist public bodies in meeting the requirements of the Official Languages Act 2003.

In order to address the principle of choice, we will implement the commitments below.

All

37. We will provide greater choice for our customers in the range of services available in the national parks.

Performance Indicator(s):

- The NPWS Strategy, developed in conjunction with the National Parks Managers' Forum, will address any customer service shortcomings within the national parks, where possible.
- Regular meetings to update NPWS strategy.

10. Official Languages Equality

Principle: *'Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through both of the official languages.'*

The '20-Year Strategy for the Irish Language 2010-2030' aims to ensure that as many citizens as possible are bilingual in both Irish and English; that the language becomes more visible in Irish society generally; and that the language is maintained as the principal community language in the Gaeltacht. The strategy can be downloaded from the Department's website www.ahrrga.gov.ie.

The Official Languages Act 2003 provides a statutory framework for the delivery of State



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services through the Irish Language. As part of our obligations, we will inform customers of their right to choose to be dealt with through either of the official languages. The details of the extent to which individual services are made available in each of the official languages are set out in the Department's Irish Language Scheme for 2016 – 2019 under the Official Languages Act 2003.

In order to address the principle of Official Languages Equality, we will implement the following commitments:

Irish Language Policy

38. We will publish information explaining what services are available in Irish and we will provide this as part of our Customer Service Charter and on the Department's web-site to promote awareness of specific services available.

Performance Indicator(s):

- Information is published.

39. We will ensure that, when developing websites and providing information online for our customers, electronic systems are developed that are capable of providing information in Irish.

Performance Indicator(s):

- Maintenance of bi-lingual and Irish only content on Department website.
- The Department has supported the development of Abair.ie software which is now in operation on the Department's website.

40. We will appoint an Official Languages Officer with responsibility for coordinating delivery of the Department's statutory obligations (including the scheme) under the Official Languages Act.

Performance Indicator(s):

- The Official Languages Officer is appointed and all staff are aware of their roles and responsibilities.
- Department's obligations under the Scheme are managed and implemented.

41. As part of the implementation of the 20 Year Strategy for the Irish Language, we will develop a portal website for Irish.

Performance Indicator(s):

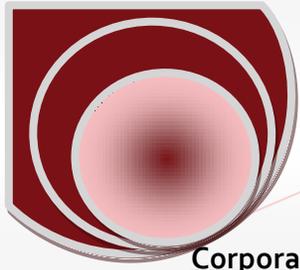
- An accessible portal will be put in place.

All

42. We will make application forms, information booklets, and other corporate publications available to our customers in both official languages (within the same cover wherever possible).

Performance Indicator(s):

- Relevant publications, application forms etc are produced in Irish and English.



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Corporate services

43. The Department's stationery, main signage and main pre-recorded telephone announcements will be in both official languages.

Performance Indicator(s):

- Stationery, main signage and main pre-recorded telephone messages are bilingual.

11. Better Coordination

Principle: *'Foster a more coordinated and integrated approach to delivery of public services.'*

In delivering on its broad mandate, the Department will work with relevant stakeholders to promote a co-ordinated and coherent approach, not only across the range of measures for which it has direct responsibility, but also with Departments and agencies whose work impacts on Ireland's rich culture, heritage and language and on other aspects of the Department's remit.

In order to address the above principle, we will implement the following commitments:

All

44. We will continue to work closely with other Departments and public bodies to ensure that approaches to strategies and policies for which we have responsibility, or in which we have a particular interest, are consistent and that shared objectives are achieved.

Performance Indicator(s):

- A coordinated approach is adapted to policy and legislative development and implementation.

National Parks and Wildlife Service

45. We will improve internal coordination within the Department in relation to planning issues to ensure that a more coordinated and consistent approach to decisions is taken at local level.

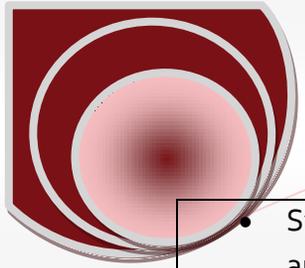
Performance Indicator(s):

- Active promotion of coordination within the Department leads to more integrated approach to decision-making.

Arts and Cultural

46. We will work to enhance arts access, the national cultural institutions, regional arts infrastructure and cultural tourism countrywide, in cooperation with national and local authorities and other partners.

Performance Indicator(s):



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- Synergies will be facilitated between the arts and cultural sector and other sectoral areas, most notably in the area of tourism product development and cultural tourism.

Irish Language Policy

47. We will implement the '20 Year Strategy for the Irish Language' in consultation with all relevant Departments, organisations, communities, etc.
 Performance Indicator(s):

- A coordinated approach is adapted to the implementation of the strategy

12. Internal Customer

Principle: 'Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.'

We are committed to recognising our staff as our internal customers and appreciating the critical role that they have in contributing to the Department's success – particularly in terms of delivering a quality service to all of our customers. Good external and good internal customer service share the same qualities – timeliness, courtesy, openness and consistency. It is important, therefore, that we treat each other with the respect and courtesy with which we would be expected to be treated ourselves.

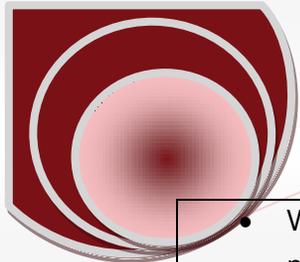
In order to address the above principle, we will implement the following commitments:

All

48. We will treat our staff as we would like to be treated ourselves. Our dealings with each other will be marked by courtesy, professionalism, friendliness, mutual respect, approachability and teamwork. Our work environment will reflect the values contained in the *Dignity at Work* policy.
 Performance Indicator(s):

- Implementation of the provisions of Dignity at Work Policy
- A productive, coherent and effective working environment.
- A workplace based on inclusion, openness, respect and duty of care.
- Our work environment will be places where dignity and respect are to the forefront of our values and in which each individual is aware of his/her responsibility to behave in a way that reflects a culture of dignity and respect.

49. We will provide a reassuring, safe environment in which our staff can raise issues or concern regarding potential wrongdoing that has come to their attention in the workplace, absent from fear of penalisation or other consequences, in accordance with our policy on the *Disclosure of Wrongdoing in the Workplace*.
 Performance Indicator(s):



Customer Service Action Plan

- We will fully implement our policy and procedures in relation to the making of a protected disclosure by staff.

Corporate services

50. We will ensure that all of our offices and workplaces are clean, safe, compliant with occupational health and safety standards, and facilitate, where relevant, access for staff with disabilities and others with special needs

Performance Indicator(s):

- All workplaces are safe, hygienic and accessible.
- The Department's Disability Liaison Officer will act as the point of contact for staff with disabilities and will work with our Disability Access Officer to facilitate ease of access for disabled staff members and increased awareness of disability issues within our organisation.

Corporate Services, IT Unit & Training Unit

51. We will continue to develop the Department's internal communications functions, including: further development of the Intranet; and organisation of staff information sessions where necessary, with the support of the Training unit.

Performance Indicator(s):

- Comprehensive and informative internal communications initiatives such as the intranet will be maintained and upgraded as necessary.
- Regular meetings of Departmental Council.

Human Resources and Training Unit

52. We will clearly identify learning and development needs through PMDS and in consultation with staff to ensure that business and training needs are addressed.

Performance Indicator(s):

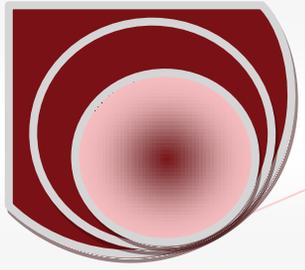
- Development of a learning and development strategy
- Delivery of staff training needs as identified through the PMDS process

Human Resources

53. The services of the Employee Assistance Officer to be made available as additional support resources for staff.

Performance Indicator(s):

- Details of the CSEAS services available to all managers and staff

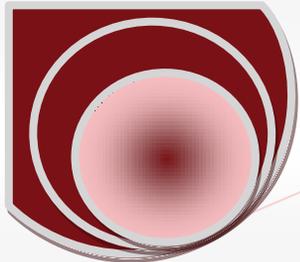


Customer Service Action Plan

Monitoring and Evaluating Progress

The Department has put a number of monitoring mechanisms in place in order to ensure we meet the targets we have put in place for 2016-2018.

- Our customer service targets and commitments have been reflected in the Department's Statement of Strategy 2015 – 2017, in divisional business plans and right through to the individual level in the implementation of the Performance Management Development System (PMDS). These processes are monitored regularly.
- Log of customer complaints monitored by the Management Board on a weekly basis.
- The provision of ongoing training to staff will be critical in maintaining quality service across all of the Department's activities.
- We will monitor our progress and performance in achieving our service delivery targets on a quarterly basis and progress will also be reported on in the Department's Annual Report.



Customer Service Action Plan

Appendix 1: Contact Details for the Department

Website of the Department of Arts, Heritage, Regional, Rural and Gaeltacht Affairs–
www.ahrrga.gov.ie

Department Locations:

Dublin

Head Office

23 Kildare Street, Dublin 2 D02 TD30 (01) 631 3800 / LoCall 1890 383000

- Corporate Governance and Services (corporate.governance@ahg.gov.ie)
- Human Resources, Training and Development (personnel@ahg.gov.ie)
- Culture Ireland, International and Education (info@cultureireland.gov.ie)
- Rural Strategy (rural.strategy@ahg.gov.ie)

Custom House, Dublin 1 D01 W6XO (01) 888 2000 / LoCall 1890 202021

- National Monuments Service (nationalmonuments@ahg.gov.ie)
- Built Heritage and Architectural Policy (builtheritage@ahg.gov.ie)

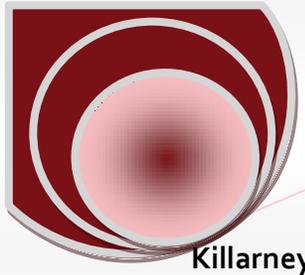
7 Ely Place, Dublin 2 D02 TW98 (01) 888 2000 / LoCall 1890 202021

- National Parks and Wildlife Service: Legislation, Licensing and Property Management (natureconservation@ahg.gov.ie)
- Strategy and Regional Operations (natureconservation@ahg.gov.ie)
- Science and Biodiversity (natureconservation@ahg.gov.ie)
- 2016 Project Office and Commemorations (2016projectoffice@ahg.gov.ie; commemorations@ahg.gov.ie)
- Rural Broadband and Post Offices

Galway

Na Forbacha, County Galway H91 KX39 (091) 592 555 / 503 700 / LoCall 1890 201401

- Gaeltacht agus Oileán
- An Ghaeilge taobh amuigh den Ghaeltacht



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Killarney

New Road, Killarney, County Kerry V93 A49X (064) 662 7300 / LoCall 1890 273000

- Arts, Film and Investment (arts.unit@ahg.gov.ie)
- Cultural Policy and Institutions (culturalpolicy@ahg.gov.ie)
- Accounts, Finance and IT

Wexford

Newtown Road, Wexford, County Wexford Y35 AP90 (053) 911 7500 / LoCall 1890 202021

- National Parks and Wildlife Service – Peatlands Issues and Land Designation (natureconservation@ahg.gov.ie)

Local Gaeltacht office

Aonad 4, Páirc Ghnó Ghaoth Dobhair, Na Doirí Beaga, Co. Dhún na nGall F92 AK61 (074) 953 6800

- Rannóg Acht na dTeangacha Oifigiúla

Ballina

Government Buildings, Ballina, County Mayo F26 E8N6 (096) 24200 / LoCall 1890 202021

- Accounts
- Leader Programme
- Rural Policy and Schemes

National Parks

Ballycroy National Park, County Mayo (098) 49996 / 49888
www.ballycroynationalpark.ie

Burren National Park, County Clare (065) 682 7693
www.burrennationalpark.ie

Connemara National Park, County Galway (095) 41054 / (076) 100 2528
www.connemaranationalpark.ie



Customer Service Action Plan

Glenveagh National Park, Co. Donegal (074) 913 7090 / (076) 100 2537
www.glenveaghnationalpark.ie

Killarney National Park, Co. Kerry (064) 663 1440 / (064) 663 1947
www.killarneynationalpark.ie

Wicklow Mountains National Park, Co. Wicklow (076) 100 2667 / (076) 1002667
www.wicklowmountainsnationalpark.ie

There are also a significant number of nature reserves, which are protected under Ministerial Order, under the care of the Department. Please see the website www.npws.ie for further details.

Useful Contacts:

Press and Information Officer

Press Office
23 Kildare Street, Dublin 2 D02 TD30
Tel: 01 631 3807/631 3838/631 3848
Email: press.office@ahg.gov.ie

Customer Service Officer

Room 303
23 Kildare Street, Dublin 2 D02 TD30
Tel: 01 631 3913
Email: customer.service@ahg.gov.ie

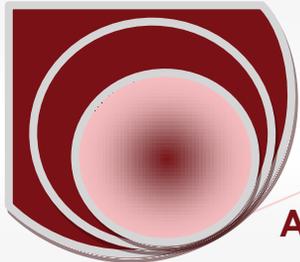
Freedom of Information/Access to Information on the Environment/Data Protection

Room 303
23 Kildare Street, Dublin 2 D02 TD30
Tel: 01 631 3829/631 3830
Email: corporate.governance@ahg.gov.ie

Child Protection/Designated Liaison Officers

Gaeltacht unit:
Tel: 091 503 711

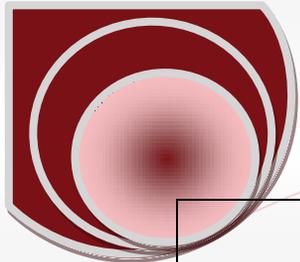
All other units:
Tel: 01 6313822



Customer Service Action Plan

Appendix 2: Contact Details for the Bodies funded from the Department's Vote Group

Body	Website Address	Contact Details
An Coimisinéir Teanga	www.coimisineir.ie	An Coimisinéir Teanga An Spidéal Co. na Gaillimhe H91VK23 Tel: 091 504 006
Údarás na Gaeltachta	www.udaras.ie	Údarás na Gaeltachta Na Forbacha Co. na Gaillimhe H91TY22 Tel: 091 503 100
Arts Council	www.artscouncil.ie	The Arts Council 70 Merrion Square Dublin 2 D02NY52 Tel: 01 618 0200
National Archives	www.nationalarchives.ie	The National Archives Bishop Street Dublin 8 D02DF85 Tel: 01 407 2300
Irish Manuscripts Commission	www.irishmanuscripts.ie	Irish Manuscripts Commission 45 Merrion Square Dublin 2 D02VY60 Tel: 01 676 1610
National Museum of Ireland	www.museum.ie	National Museum of Ireland Collins Barracks Benburb Street Dublin 7 D07XKV4 Tel: 01 677 7444
Irish Museum of Modern Art (IMMA)	www.imma.ie	Irish Museum of Modern Art Royal Hospital Kilmainham Dublin 8 D08FW31 Tel: 01 612 9900
National Gallery of Ireland	www.nationalgallery.ie	National Gallery of Ireland Merrion Square West Dublin 2 D02K303 Tel: 01 661 5133
Crawford Gallery	www.crawfordartgallery.com	Crawford Art Gallery Emmet Place Cork T12TNE6 Tel: 021 480 5042

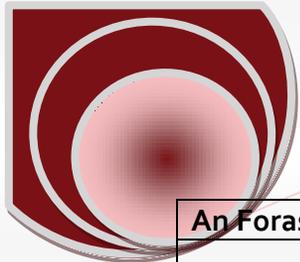


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National Concert Hall	www.nch.ie	National Concert Hall Earlsfort Terrace Dublin 2 D02N527 Tel: 01 417 0000
National Library of Ireland	www.nli.ie	National Library of Ireland Kildare Street Dublin 2 D02TR76 Tel: 01 603 0200
Chester Beatty Library	www.cbl.ie	Chester Beatty Library Dublin Castle Dublin 2 D02AD92 Tel: 01 407 0750
Governors and Guardians of Marsh's Library	www.marshlibrary.ie	Marsh's Library St Patrick's Close Dublin 8 D08 FK79 Tel: 01 454 3511
Irish Film Board	www.irishfilmboard.ie	Irish Film Board Queensgate 23 Dock Road Galway H91CR33 Tel: 091 561 398
Heritage Council	www.heritagecouncil.ie	Heritage Council Áras na hOidhreachta Church Lane Kilkenny R95X264 Tel: 056 777 0777
Western Development Commission	http://www.wdc.ie	Western Development Commission Dillon House Ballaghaderreen Co. Roscommon Ireland F45 WY26 Tel: +353 (0)94-9861441

North South Bodies

Body	Website Address	Contact Details
Waterways Ireland	www.waterwaysireland.org	2 Sligo Road Enniskillen Co. Fermanagh BT74 7JY N.I. Tel: 00 44 (0)28 6632 3004



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An Foras Teanga, which comprises:		
1. Foras na Gaeilge	www.gaeilge.ie www.forasnagaeilge.ie	Foras na Gaeilge 7 Merrion Square Dublin 2 D02XN22 Tel: 01 639 8400
2. Tha Boord o Ulstèr-Scotch	www.ulsterscotsagency.com	The Ulster-Scots Agency 68-72 Great Victoria Street Belfast BT2 7BB N.I. Tel: 00 44 (0)28 9023 1113

Appendix 3: Complaints Procedure

If you are not satisfied that we are meeting the standards that we have set in our Customer Service Action Plan or you have concerns or complaints about any aspect of your dealings with us, we would encourage you to pursue this matter with us. We welcome all feedback and we will deal with all complaints, queries and suggestions in a timely and confidential manner.

The matter should initially be brought to the attention of the senior officer in charge of the area to which the problem relates (in writing, by telephone, or via email). We will deal with any complaints promptly and in confidence. If the matter is not resolved to your satisfaction at local level, you can pursue the matter with our Customer Service Officer by writing to:

The Customer Service Officer
Department of Arts, Heritage, Regional, Rural and Gaeltacht Affairs
Room 303
23 Kildare Street, Dublin 2 D02 TD30
Tel: 01 631 3913
Email: customer.service@ahg.gov.ie

The Customer Service Officer will:

- Acknowledge receipt of your complaint within 5 working days and advise you of the named officer who will be handling your complaint;
- Have the matter fully investigated; and
- Complete the processing of your complaint within 20 working days.

Where your complaint is upheld and the Department is at fault, we will apologise to you and, where possible, try to rectify the situation immediately and take whatever measures are necessary to prevent a similar situation recurring.

Where your complaint is not upheld, we will explain our reasons to you and advise you of your right of appeal to the Ombudsman. The Ombudsman can investigate complaints about any of our administrative actions or procedures as well as delays or inaction in our dealings with you.



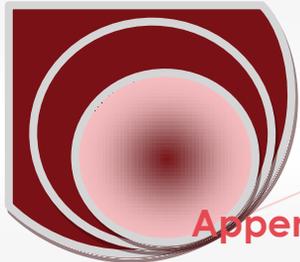
Customer Service Action Plan

The Ombudsman provides an impartial and independent dispute resolution service. The contact details for the Ombudsman are:

Office of the Ombudsman
18 Lower Leeson Street
Dublin 2 D02 HE97
Tel: 01 639 5600
Lo-call: 1890 22 30 30
Email: ombudsman@ombudsman.gov.ie

Complaints will be recorded and monitored to assist in providing us with an accurate picture of the quality of services provided and to identify areas requiring improvement. Feedback will be provided to staff in relation to complaints received and, where complaints disclose system flaws, procedures will be reviewed and appropriate action taken to avoid recurrences.

Information explaining our complaints procedures is also available in our public offices and on the Department's website, www.ahrrga.gov.ie



Customer Service Action Plan

Appendix 4: Disability Act 2005

Access Officer under the Disability Act 2005

The Disability Act 2005 provides a statutory basis for making public buildings, services and information accessible to people with disabilities. Under Section 26(2) of the Disability Act, 2005 each public body is required to appoint an Access Officer. Access Officers are responsible for providing or arranging for and co-ordinating the provision of assistance and guidance to persons with disabilities in accessing its services and generally to act as a point of contact for people with disabilities wishing to access such services.

The contact details for the Department's Access Officer are as follows:

Access Officer under the Disability Act 2005
Department of Arts, Heritage, Regional, Rural and Gaeltacht Affairs
Corporate Services
23 Kildare Street
Dublin 2 D02 TD30
Tel: (064) 6627309

Inquiry Officer under the Disability Act 2005

The Department of Arts, Heritage, Regional, Rural and Gaeltacht Affairs has appointed an Inquiry Officer to investigate complaints made under Section 38 of the Disability Act 2005. Any individual can make a complaint to the Inquiry Officer if the Department has not complied with Sections 25, 26, 27, or 28 of the Disability Act 2005. A complaint can be made in person, in writing, by phone, fax, e-mail, or with the aid of an assistant.

The Inquiry Officer will carry out investigations in private and will produce a report which will set out if your complaint is upheld and if there has been a failure by the Department of Arts, Heritage, Regional, Rural and Gaeltacht Affairs concerning your complaint. Where a failure has occurred, the report will outline the steps to be taken to ensure future compliance. This report will be made available to the Secretary General of the Department and also to the person who made the complaint.

The contact details for the Department's Inquiry Officer are as follows:

Inquiry Officer under the Disability Act 2005
Department of Arts, Heritage, Regional, Rural and Gaeltacht Affairs
Corporate Governance
23 Kildare Street
Dublin 2 D02 TD30
Tel: 01 631 3822