

Teagasc Customer Charter

Help us to Help You

Customers can greatly assist us by

- Making appointments and notifying us in the event of delay or cancellation.
- Treating our staff with courtesy and consideration.
- Notifying our staff member in advance of the issue for discussion thereby enabling us to prepare adequately.
- Providing without delay, information or documentation requested by our staff.

How we Deal with Comments and Complaints

We aim to deliver a high quality service at all times and we welcome feedback from customers on how we can improve our service. If for any reason you are not satisfied, please tell us as you have the right to complain. Your complaint will be treated fairly and without bias, will be promptly investigated, and if we find we have made a mistake, we will apologise and work to rectify the situation as quickly as possible. We promise that your complaint will not affect how we might treat you in the future.

Complaints Procedure

- Please tell the staff member you normally deal with that you are not satisfied. You can do this in person, on the phone or in writing.
- You will receive a response within five working days. If for any reason this is not possible, we will explain why.
- If you are still not happy, you can make a formal complaint. You can do this by writing to the relevant Head of Centre, Area Manager or College Principal as appropriate. Contact details are available from Teagasc Head Office. A written response will be issued within five working days.

Teagasc Head Office
Oak Park
Carlow
Tel: 059-9170200
Fax: 059-9142423
Email: info@hq.teagasc.ie





Teagasc provides independent and authoritative research, advisory, education, training and technology transfer services to

- Support the sustainable development of agriculture and the food processing industry
- Enable the agri-food industry to respond profitably to consumer demands and requirements and contribute to a vibrant rural society and economy.

Commitments to our Customers

In the provision of services we will ensure

- Our staff work in a professional and ethical manner.
- Customers are treated with dignity and respect.
- Any information we have pertaining to your business is kept strictly confidential.
- Clear, detailed and timely information is provided on all our services.

We will strive to ensure that our facilities for customers

- Are clean, comfortable and comply with health and safety regulations.
- Are accessible for all including people with disabilities
- Where appropriate, have bio-security arrangements in place.

In our contact with customers through office visits/farm visits

- Staff will be available for appointment during normal working hours.
- If you have a pre-arranged appointment, you will be seen at the scheduled time. If there is a delay you will be kept informed.

- Staff will be fully prepared for the meeting with you and will be helpful and courteous.
- If you would like a consultation/visit at a particular time, contact us. Do not wait for our staff member to make contact with you.

In arranging Teagasc events we will

- Ensure customers are notified of events a minimum of three days in advance.
- Ensure event locations are well signposted (where required) and events start punctually.

In providing information, we will

- Strive to ensure that technical information is presented to you in a format that is easy to understand.
- Ensure our web-site is easy to navigate and is maintained up-to-date.
- Work to ensure quality and consistency in the delivery of information to customers.

In order to maintain the quality of our services, we will

- Request feedback from our customers on services delivered, and consult with them on an ongoing basis to ensure the relevance of services to industry needs.

In working to maintain high research standards, we will

- Undertake international peer review of our research services on a regular basis.
- Promote publication of research results in international peer reviewed journals.

What to expect when you contact us

By telephone

- We will be available to answer your calls during normal office hours.
- Telephone callers can expect to be met with courtesy and a helpful manner and will be listened to with respect.
- If the staff member you wish to speak to is not available we will connect you with another person who can help you, or take details of your query and ensure you are called back at a time that suits you.
- Telephone and voice-mail enquiries will be responded to within one working day. If a definite answer to your query cannot be provided within this timeframe, you will be notified as to when you can expect a detailed reply.

In Writing

- We aim to respond to all written communications within five working days. If for any reason we cannot respond within this time, we will send you an acknowledgement, which will state when you can expect a full reply.
- Staff will include their name and full contact details on all correspondence.
- E-mail enquiries will be answered within two working days.

Service through Irish

- We will endeavour to accommodate customers who wish to deal with us through Irish.