

CUSTOMER CHARTER



OUR MISSION

Enhancing Ireland through tourism –
Enhancing Ireland for tourists.

Delivering excellent supports and services to our customers is central to delivering on our mission. Our customers include Industry, Partners, Stakeholders, Visitors and Staff.

OUR COMMITMENT TO YOU

Quality Service: We are committed to providing a professional, efficient, and courteous service. We will treat all customers with respect, dignity, and professionalism.

Accessibility: Our services will be accessible to all customers. We will ensure that our information is easy to understand and available in various formats.

Confidentiality: We value and respect the confidentiality of our customers. All personal and business information will be treated with the utmost care and in the strictest confidence.

Responsiveness: We will respond to customer enquiries promptly and efficiently. Our Customer Support Team is available to answer calls during office hours. Our websites will be kept up to date. We strive to answer calls immediately wherever possible and acknowledge emails within 48 hours, Monday-Friday.

Continuous Improvement: We are committed to continuously improving our services. We will evaluate and report on our performance against the standards set out in this charter.

CONTACT US

Tourist Information Services Website:
www.discoverireland.ie
Email: DiscoverIreland@failteireland.ie
Phone: 1800 230 330

Opening Hours: Tourist Information Centres
Check www.discoverireland.ie for opening hours

All Business & General Related Queries
Website: www.failteireland.ie
Email: CustomerSupport@failteireland.ie
Email: QualityAssurance@failteireland.ie
Phone: 0818 8888 000 or 01 574 1990

Head Office: All Written Correspondence
Fáilte Ireland, 88 - 95 Amiens Street, Dublin 1, D01 WR86.

Opening Hours: Offices and Support Lines
Monday - Friday 9am - 5pm

Opening Hours: Offices
Monday - Saturday 9am - 5pm (May-Sept)

OUR EXPECTATIONS

We expect our customers to treat Fáilte Ireland employees with respect and courtesy. We encourage customers to provide feedback on our services to help us improve.

EVALUATION & REPORTING

We will regularly evaluate our performance against the commitments and targets set out in our Customer Service Action Plan.

We will report on our performance and make this information available to our stakeholders.

PROVISION OF INFORMATION

We will provide information that is clear, userfriendly, timely and accurate, is available at all points of contact, use appropriate channels and meet the requirements of people with specific needs.

We will provide information in a manner that respects customers' rights to privacy and confidentiality.

LANGUAGES

We are committed to ensuring better availability and a higher standard of public services, in our correspondence and publications, through Irish or bilingually (Irish and English). We will liaise with the Department of Arts, Heritage and Gaeltacht to ensure compliance in relation to implementing the requirements of this legislation. To accommodate our international visitors, we provide access to information in multiple languages.

COMPLAINTS

We welcome customer feedback, including complaints, compliments, and comments, to help us improve our services. Complaints can be submitted via an online form on our website www.failteireland.ie under the Contact Us section or in writing by email to customersupport@failteireland.ie.

We handle complaints professionally and fairly, aiming for early resolution to the satisfaction of both the customer and Fáilte Ireland. If Customer Support cannot resolve the complaint, it will be escalated to the relevant divisional Manager, and if necessary, to the relevant member of the Leadership Team. Customers will be notified within 48 hours of each escalation, including the expected response time and status. Complaints will be treated confidentially unless otherwise requested.

FREEDOM OF INFORMATION (FOI) & DATA PROTECTION

Fáilte Ireland is a prescribed organisation under the Freedom of Information Act 2014, which allows public access to information held by public bodies, subject to certain exemptions and procedures.

FOI requests must be made in writing to the Freedom of Information Officer at foi@failteireland.ie or to head office.

The request should clearly state it is made under the FOI Act and specify the preferred form of access. For further information visit www.failteireland.ie.

We will make every effort to ensure that appropriate technical and organisational measures are in place to protect our customers' personal data in line with the Data Protection Acts 1988 to 2018 and the General Data Protection Regulation (GDPR).

We will ensure customers have access to information to understand why and how we process personal data as outlined in our Privacy Policy.

We will provide customers with an easy mechanism to query the personal data we hold on them and to have that data changed or removed, as they require.

Data Protection requests must be made in writing to the Data Protection Officer at dataprotection@failteireland.ie.

EQUAL STATUS & ACCESSIBILITY

We are fully committed to providing services that are accessible, accommodate diversity and are relevant to all our customers. We will ensure our public Tourist Information Centres facilitate access for people with disabilities. We will continue to maintain an office meetings environment that is efficient and well maintained and that complies with occupational health and safety standards.

For further information on accessibility please contact our Facilities Manager at facilities@failteireland.ie.

OMBUDSMAN

If you're unsatisfied with how your complaint was addressed, you can appeal to:

The Office of the Ombudsman,
6 Earlsfort Terrace, Dublin 2, D02 W773
Tel 01 639 5600
Email: ombudsman@ombudsman.gov.ie