

CUSTOMER CHARTER

DEPARTMENT OF ARTS, SPORT AND TOURISM

Mission Statement

"To enrich Irish society by supporting the growth of a competitive and sustainable tourism industry and increasing access to, and participation in, sport, the arts and culture."

2008

TELEPHONE ENQUIRIES

We will be available to answer your calls during normal office hours (9:15am - 1:00pm and 2:15pm - 5:30pm Monday to Friday [5:15pm on Friday]). Our aim is to answer at least 90% of calls within 15 seconds, be courteous, identify ourselves and our area of work, be helpful and provide you with clear and accurate information - if we cannot provide an immediate answer, take details and call you back at an agreed time. We will only connect callers to voicemail when the person they wish to speak with is unavailable and we will aim to respond to voicemail messages within one working day.

WRITTEN COMMUNICATIONS

We will acknowledge all written communications (letter, email, fax) within 5 working days of receipt, and provide a definitive reply to at least 95% within 20 working days (excluding "write-in" campaigns). In cases where there is going to be a delay, we will send you an interim reply explaining the position before the 20 day period expires. Our staff will provide you with full contact details and a reference number (where applicable).

PERSONAL CALLERS

We will be available to meet punctually with you, by appointment, during normal office hours and, where it is unavoidable, we will try to be flexible outside such hours. We will receive you courteously, be fair and helpful to you, and deal with your enquiry as soon as possible. We will provide appropriate facilities for meetings and ensure that our offices are clean and safe.

OUR WEBSITE

We will ensure that our website is kept up to date, complies with disability access requirements and contains information relevant to our customer base. We welcome your views on the quality of our website which you can provide through an on-line

feedback facility. Our website address is:
<http://www.dast.gov.ie/>

THE PROVISION OF INFORMATION

We will ensure that all our generally available information is accessible in both electronic and printed formats

We will provide accurate information, using clear and simple language that is relevant to your enquiry. We will supply prospective grant applicants with eligibility criteria and appropriate information, explain exactly what is required in application forms and ask only relevant questions. We will make decisions as quickly as possible, giving our reasons for them.

EQUAL STATUS POLICY

We are fully committed to providing a service that is accessible and relevant to all our customers, accommodates needs and aspirations specific to particular groups of customers and seeks equality of outcome. We will consult with our customers to ensure that their access needs are addressed and we will provide appropriate staff training to support the equal status policy.

SEIRBHÍS TRÍ GHAELGE

Tabharfar freagra as Gaeilge ar chomhfreagras a gheofar i nGaeilge. Deanfar gach iarracht freastal ar fhiafraithe teileafóin i nGaeilge agus freastal ar dhaoine a thagann i lathair ar mian leo a ngno a dheanamh trí Ghaeilge.

EVALUATING OUR COMMITMENT TO OUR CUSTOMERS

You have a right to inform us if the standard of service you have received is not on a par with that set out in this Charter or if you believe that an action or decision that affects you is not in accordance with the rules, practice or policy of the

DEPARTMENT OF ARTS, SPORT & TOURISM

CUSTOMER CHARTER

We are committed to providing you, our customer, with an excellent service. This charter sets out the standards of service you are entitled to expect from us.

Department. The rules and practices of the Department are available in what is called the Section 15 and 16 manuals which can be obtained from our website under <http://www.dast.gov.ie/aboutus/whatwedo/freedominfo.html> or on request from the Freedom of Information Unit of the Department.

If it is not possible to resolve your concerns with the staff member or section with whom you have been dealing, you can contact the Customer Services Manager.

All communications received will be acknowledged within 3 working days and responded to within 20 working days, dealt with in a fair and independent way, and unless you wish otherwise, treated in confidence (subject to our obligations under the Freedom of Information Acts).

If your concerns are upheld and/or we have made a mistake, we will rectify it as quickly as possible and offer an explanation and apology. If you remain dissatisfied, we will inform you of your further right to bring the matter before the Ombudsman.

SUBMITTING GRANT APPLICATIONS

The Department directly operates the following grant programmes:

- The Sports Capital Programme
- The Local Authority Swimming Pool Programme
- ACCESS (Arts and Culture Enhancement Support Scheme) Programme.

In the case of grant programmes administered by the Department, we will aim to announce grant allocations within the timeframes defined in the Guidelines for those programmes.

FEEDBACK

We regard feedback as the key to understanding the needs and expectations of our customers. To ensure that your views and comments - both negative and positive - are communicated to us we

provide free-post comment cards, an on-line facility on our website whereby customer service feedback can be provided, and we encourage staff to use their day-to-day contact with customers as a means of gathering feedback on quality of service provided.

FREEDOM OF INFORMATION

The Freedom of Information Acts 1997 and 2003 (FOI Acts) confer on the general public the right to seek access to records held by public bodies (subject to certain exemptions), to seek reasons for decisions affecting oneself, and to have personal information about oneself corrected.

Should you wish to make a request under FOI for access to records which you believe are held by this Department, you should write to our Freedom of Information Unit at our Kildare Street Office stating clearly that you are requesting information under the Freedom of Information Acts. You may also submit an FOI request by e-mail to: foi@dast.gov.ie.

OUR PERFORMANCE

Details of our services and the standards we aim to achieve are published in our Customer Service Action Plan. We will continue to monitor and evaluate our performance and publish the results in our Annual Reports from 2007 onwards.

HELP US TO HELP YOU

To assist us in reaching our service standards, we would be grateful if you could quote any relevant reference number in all communication with us and ensure that application forms are fully, accurately and legibly completed by the specified deadline (where applicable). If you wish to meet with a member of our staff, you should make a prior appointment.

LOCATION

The Departments offices are located in Kildare Street and South Frederick Street, Dublin and in Fossa, Killarney, Co Kerry. All of our offices are

open from 9:15am to 1:00pm and 2:15pm to 5:30pm each day (5:15pm on Fridays). The Customer Services Manager and the FOI Unit are based in the Kildare Street Office and there is a designated Customer Services Officer in our Fossa office.

CONTACT US

Phone:

Dublin offices: (01) 6313800

Fossa office: (064) 27300

Lo-call phone number for callers from outside 01 area: 1890 383000

Lo-call phone number for callers from outside 06 area: 1890 273000

You can dial a staff member directly if you know their extension number by replacing the last four digits of the phone number with the extension number you require.

Fax:

Kildare St: (01) 6611201

South Frederick St: (01) 6799291

Fossa: Sports Capital Grants (064) 27360

Swimming Pools Grants (064) 27360

ACCESS Programme (064) 27350

Corporate Services (064) 27320

E-mail address: webmaster@dast.gov.ie (all staff also have individual e-mail addresses, in the following format - firstname.surname@dast.gov.ie)

Customer Services: customerservice@dast.gov.ie

FOI Unit: foi@dast.gov.ie **Web:** www.dast.gov.ie

OTHER USEFUL CONTACTS

National Library of Ireland (Phone: 01-6030200, Fax: 01-6766690) www.nli.ie

National Museum of Ireland (Phone: 01-6777444, Fax: 01-6777450) www.museum.ie

National Archives (Phone: 01-4072300, Fax: 01-4072333) www.nationalarchives.ie

Irish Greyhound Board (Bord na gCon) (Phone: 061-316788, Fax: 061-316739) www.igb.ie

Arts Council (Phone: 01-6180200, Fax: 01-6761302) www.artscouncil.ie

Horseracing Ireland (Phone: 045-842800, Fax: 045-842801) www.goracing.ie

Irish Museum of Modern Art (Phone: 01-6129900, Fax: 01-6129999) www.imma.ie

National Gallery of Ireland (Phone: 01-6615133, Fax: 01-6615372) www.nationalgallery.ie

National Concert Hall (Phone: 01-4170077, Fax: 01-4170078) www.nch.ie

Chester Beatty Library (Phone: 01-4070750, Fax: 01-4070760) www.cbl.ie

Irish Manuscripts Commission (Phone: 01-6761610, Fax: 01-6623832) www.irishmanuscripts.ie

Irish Film Board (Phone: 091-561398, Fax: 091-561405) www.irishfilmboard.ie

Archbishop Marsh's Library (Phone: 01-4543511, Fax: 01-4543511) www.marshlibrary.ie

Tourism Ireland Ltd (Phone: 01-4763400, Fax: 01-4763666) www.tourismireland.com or www.discoverireland.com

Fáilte Ireland (Phone: 01-6024000 Fax: 01-8556821) www.failteireland.ie or www.discoverireland.com

Shannon Development (Tourism Division) (Phone: 061-361555, Fax: 061-363180) www.shannondevelopment.ie

Irish Sports Council (Phone: 01-8608800, Fax: 01-8608880) www.irishsportsCouncil.ie

National Sports Campus Development Authority (Phone: 01-8097300, Fax: 01-8097332) www.nscda.ie